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February 1, 2017

Dear Current Resident:

USA Communications is in the process of upgrading our network in your area to new software for the video service. This will require that your set top boxes be reset so the new software can be deployed.

The **set top box will need to remain ON** to receive the new software. Unfortunately, as a result of this reset, if you have a DVR, your **recordings on the DVR will be lost.**

We plan to deploy this new software on the 13<sup>th</sup> of February. This may take up to twenty minutes to complete. Please **do not unplug your set top box** during this process.

Some of your settings on your set top box may need to change depending on the type of connection you have from the set top box to the television and the "TV type" or format preference. These settings can be found in the menu of the new software by using your remote control by taking the following steps;

1. Press the MENU button
2. Highlight SETTINGS
3. Highlight DISPLAY
4. Press OK button
5. Change the settings to your preferences
6. Highlight SAVE
7. Press OK button

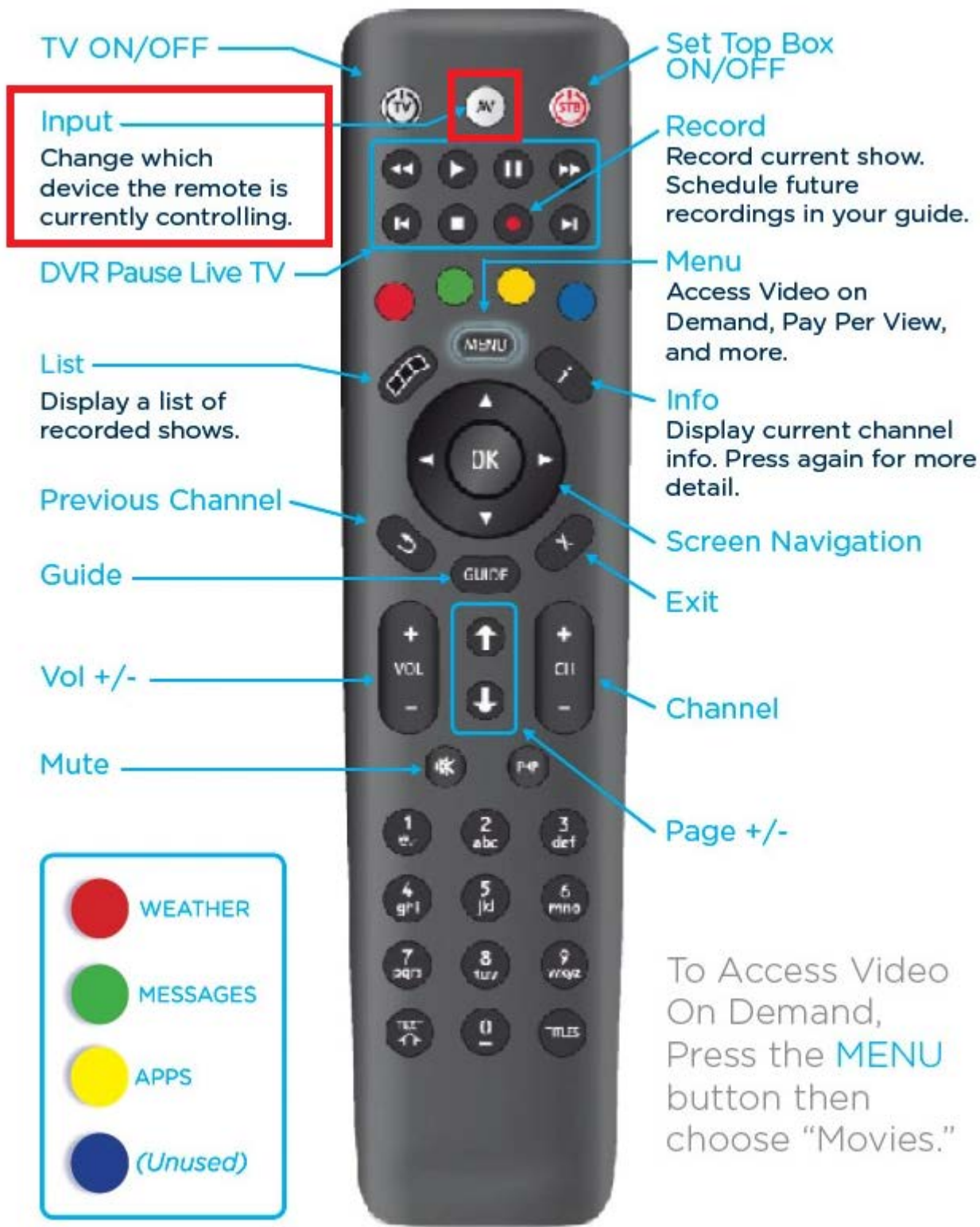
This process will need to be completed for each set top box.

The new software will enable you to check on the weather without changing channels and many more features that our current system does not support.

USA Communications is very excited to be able to bring this upgrade to you along with all the services it allows us to offer you.

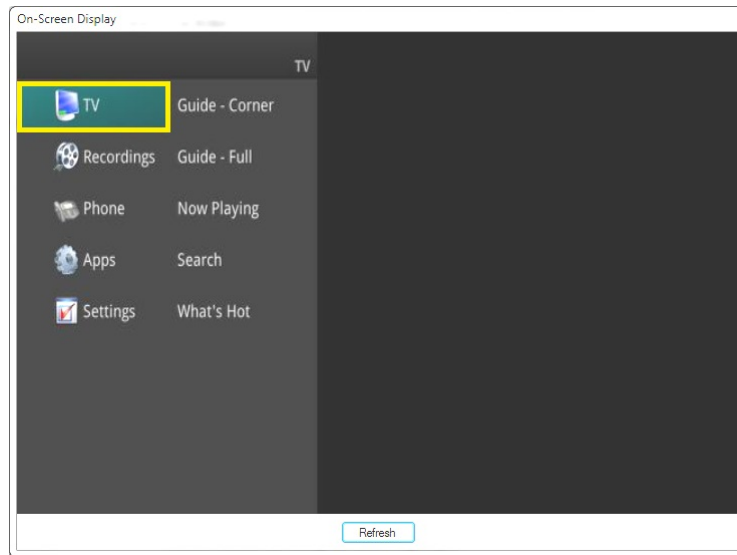
Thank You,

Curtis Eldred  
General Manager  
USA Communications

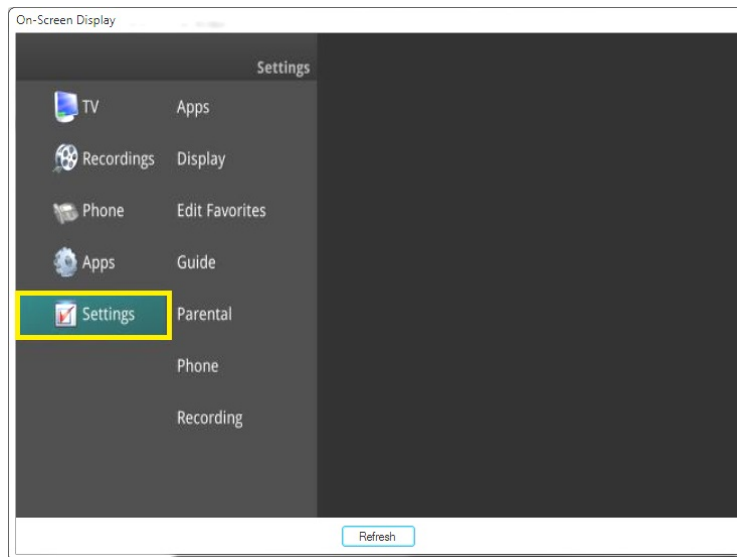


Use the Arrows on your remote to move to Highlight sections

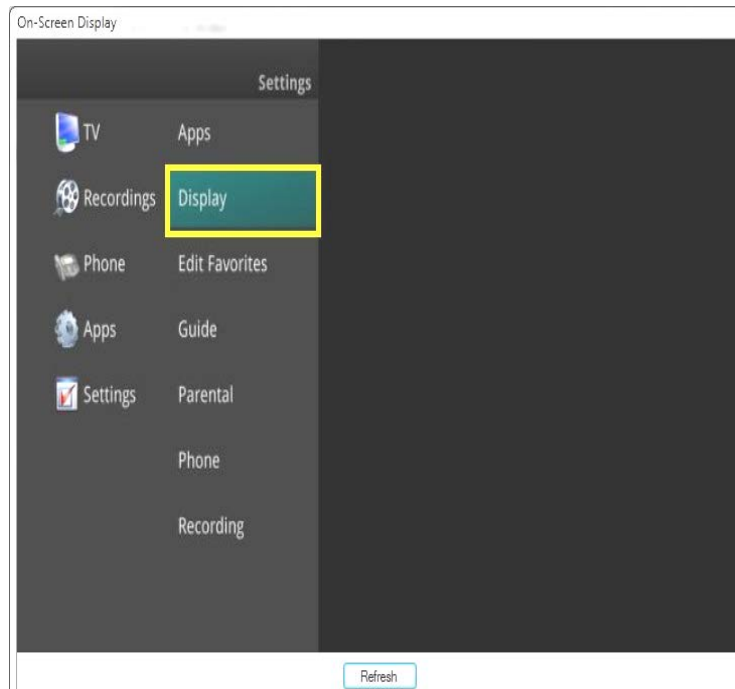
1. Press the MENU button



2. Highlight SETTINGS

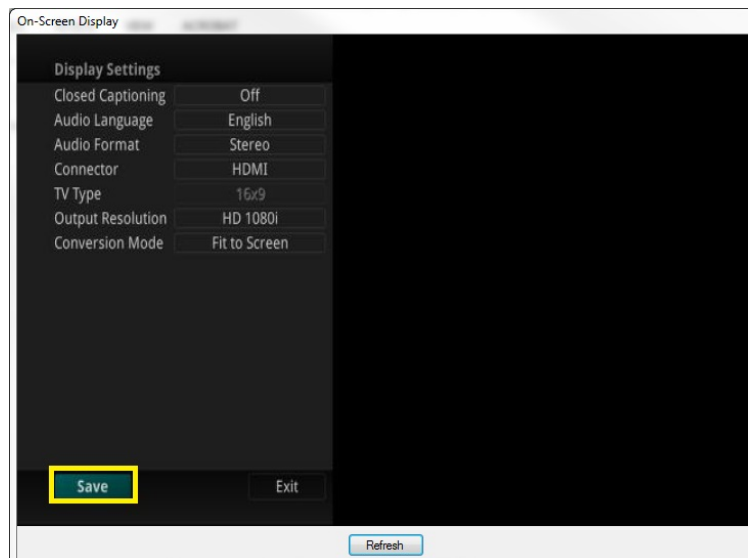


3. Highlight DISPLAY



5. Change the settings to your preferences

6. Highlight SAVE



7. Press OK button