



*Heading For New Horizons*

August 31, 2020

Attention Video Subscribers

Ref: TV Services Upgrade

Starting September 7, 2020 and ending September 18, 2020, SPTC and SPTC Telcom will be converting from our old technology for delivering TV services to a newer technology. As a result, your TV services may experience some issues during the conversion.

**Please read carefully the following steps that will take place and what you need to do to ensure a smooth transition.**

- ✓ September 7: A Client upgrade will be done to all Set-Top-Boxes (STB). It is important that your **STB be plugged in and turned on** until the upgrade is complete.
- ✓ September 8: Caller ID (Screen Pops) on your TV will be disabled until the conversion completes by September 18<sup>th</sup>.
- ✓ September 10: DVR recordings with a recording timestamp date of 2018 and earlier **WILL BE DELETED**. We suggest you take time to watch them and delete them. We will not be able to carry them forward. Here is how to check the recording date:
  - Press DVR on your remote control
  - Recorded TV screen will appear with listed recordings
  - Recording dates will show to the far right of each recording
  - If you recorded a series, select the series and the recording date will show on the far right of each recording in the series
- ✓ September 18: Scheduled conversion completed and TV services should be normal.

Please watch for updates on our website at [www.sptc.net](http://www.sptc.net) and/or broadcast notifications splashed during TV viewing. If you have questions, you can email us at [support@sptc.net](mailto:support@sptc.net) or call Tech Support at 806/763-2301 or 1-800-692-4472.

Sincerely,

Wade Maner  
CEO/General Manager