

RESIDENTIAL INTERNET



Built on our

1 Gigabit

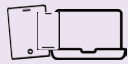
DOWNLOAD: 1 Gbps

UPLOAD: 1 Gbps

\$75⁹⁹
MO

INCLUDES WIFI@HOME

*Add \$5/mo without MPW TV



15 DEVICES

BEST
for



ONLINE GAMING



MULTI PLATFORM STREAMING



HD DOWNLOADS

250 Mbps

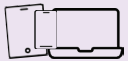
DOWNLOAD: 250 Mbps

UPLOAD: 250 Mbps

\$60⁹⁹
MO

SAVE MORE BY BUNDLING

*Add \$5/mo without MPW TV



10 DEVICES

GREAT
for



VIDEO STREAMING



MUSIC STREAMING



2-4 PLAYER GAMING

100 Mbps

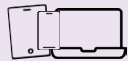
DOWNLOAD: 100 Mbps

UPLOAD: 100 Mbps

\$45⁹⁹
MO

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5 DEVICES

GOOD
for



HOME OFFICE



VIDEO CALLS



ONLINE SCHOOLING

Multi Gig

2 Gigabit

Download: 2 Gbps | Upload: 2 Gbps



Up to 25 DEVICES

\$150⁹⁹
MO

5 Gigabit

Download: 5 Gbps | Upload: 5 Gbps



More than 25 DEVICES

\$225⁹⁹
MO

*Add \$5/mo without MPW TV, +\$99.99 install fee, includes WIFI@Home

Learn more about system requirements for Multi-Gig speeds at mpw.org/internet

WiFi @HOME



MPW's Managed Router Service -
Includes router, service and network support

\$7⁹⁹
MO

WiFi@HOME now included
with 1, 2, and 5 Gig service.

WiFi
EXTENDER **\$4⁹⁹**
MO



STINGRAY MUSIC

GENRE	CH	GENRE	CH
Music On Demand	500	Hit Lists	511
Alt Rock Classics	521	Holiday Hits	576
Alternative	520	Hot Country	501
Americana	507	Jammin'	570
Bluegrass	505	Jazz Masters	549
Broadway	545	Jazz Now	551
Chamber Music	540	Jukebox Oldies	517
Christian Pop & Rock	556	Kids' Stuff	574
Classic Masters	541	Maximum Party	510
Classic R'n'B & Soul	536	No Fences	502
Classic Rock	518	Nothin' but 90's	513
Country Classics	503	Pop Adult	512
Dance Clubbin'	533	Popular Classical	542
Easy Listening	559	Retro Latino	568
Electric Electronic	528	Ritmos Latinos	564
Everything 80's	514	Rock	519
Éxitos del Momento	565	Rock en Espanol	569
Éxitos Tropicales	566	Romance Latino	567
Flashback 70's	515	Smooth Jazz	550
Folk Roots	504	Soul Storm	537
Gospel	555	Swinging Standards	552
Groove Disco & Funk	531	The Blues	548
Heavy Metal	522	The Chill Lounge	561
Hip Hop	525	The Spa	560
Hip-Hop/R&B	526	Y2K	527

These 50 channels included with your MPW TV subscription!
Unlimited channels available on the Stingray Music App!



MPW
INTERNET • TV • PHONE

563.263.2631 • mpw.org

February 27, 2024

COMMUNICATIONS Services Pricing



and
Channel
Guide



MPW 563.263.2631 • mpw.org

RESIDENTIAL TELEVISION

BASIC

UP TO 88 CHANNELS

34 TV + 50 MUSIC CHANNELS + LOCAL STREAMING

\$25⁹⁹
MO

GET STARTED NOW!
PLUS BSC*

SELECT

UP TO 153 CHANNELS

INCLUDES ALL BASIC CHANNELS WatchTVEverywhere ACCESS

\$89⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED

UP TO 180 CHANNELS

ALL BASIC AND SELECT CHANNELS PLUS 25 MORE.

\$101⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED XTRA

UP TO 187 CHANNELS

ALL PREFERRED PLUS STARZENCORE

\$109⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +1

UP TO 193 CHANNELS

ALL PREFERRED PLUS CHOOSE 1 PREMIUM

\$125⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +2

UP TO 204 CHANNELS

ALL PREFERRED PLUS CHOOSE 2 PREMIUMS

\$140⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +3

UP TO 212 CHANNELS

ALL PREFERRED PLUS CHOOSE 3 PREMIUMS

\$155⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*

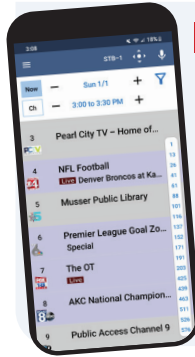
ULTIMATE

222 CHANNELS

SAVE MOST WITH ULTIMATE! ALL CHANNELS - ALL PREMIUMS

\$169⁹⁹
MO

SAVE BY BUNDLING
PLUS BSC & RSC*



BONUS! MPW Local Stream

Watch local and regional stations LIVE on your phone or tablet with the MyTVs app.



MyTVs
Innovative Systems, LLC

MyTVs app is included with MPW TV!
Search for "MyTVs" in your app store.



NEVER MISS A SHOW! includes Premium Set-top Box FREE

\$11⁹⁹
ONLY MO.

Advanced DVR

Advanced DVR allows any set top box in your home to record, play, pause and rewind up to 8 programs at once, organize your content in folders and set-up recordings — even away from home with the MyTVs app.

Premium Network Suites



Starz Encore (up to 7 channels).....	\$10.99
Cinemax (up to 8 channels) Includes Cinemax On Demand.....	\$18.99
Showtime/The Movie Channel (up to 11 channels)	\$21.49
Starz/Starz Encore(up to 13 channels)	\$18.99
Includes Starz/StarzEncore On Demand	
HBO (up to 15 channels) Includes HBO On Demand and Max	\$21.49
NFL Redzone (Season Pass)	\$62.99
MPW Latino.....	\$13.49

Installation Prices & Equipment

A set-top box is required for each TV. All boxes are DVR-capable. Standard Set-top Box requires Cat5/6 Ethernet cabling.

Scan QR Code to view the full list of fees.



Standard Basic Installation (up to 4 outlets)\$40.00 Value ...	Free!
Standard Set-top Box	\$3.99/mo
Premium Set-top Box	\$6.99/mo
Additional Premium Set-top Boxes	\$4.99/mo
Additional Outlet Installation.....	\$25.00/outlet
Relocate Outlet	\$25.00/outlet
Custom Installation	\$50.00/outlet
Service Rate (1 hour minimum)	\$25.00/hr.

Effective 5/1/23. NFL RedZone available only on Sundays during the NFL season. Subscription to NFL RedZone will renew automatically at the beginning of each NFL season.

In order to receive HBO ON Demand, Cinemax ON Demand and/or Starz ON Demand, you must subscribe to either the HBO, Cinemax and/or Starz premium service.

Installation fees and other restrictions may apply. All channels are HD unless unavailable from programmer. Subject to change. See mpw.org for the most current information.

Broadcast Service Charge (BSC) of \$22.09 per month applies to all TV packages to cover local stations' retransmission fees. Regional Sports Network Charge (RSC) of \$9.49 on Select and above. Rates effective 5/1/23. All services subject to applicable fees, taxes and charges, including Facilities Charge of \$2.98 per household.

RESIDENTIAL TELEPHONE

TOTAL PHONE

UNLIMITED LOCAL. 1,000 MINUTES LONG DISTANCE. ALL CALLING FEATURES.

\$33⁹⁹
MO

SAVE BY BUNDLING

LOCAL PLUS

200 MINUTES LONG DISTANCE. UNLIMITED LOCAL. 7 CALLING FEATURES.

\$26⁹⁹
MO

SAVE BY BUNDLING

LOCAL

UNLIMITED LOCAL CALLING. LONG DISTANCE BILLED PER MINUTE USE.

\$19⁹⁹
MO

SAVE BY BUNDLING

200 LONG DISTANCE MINUTE PAKS

SUPPLEMENT YOUR CALLING PLAN WITH PAKS OF 200 EXTRA MINUTES.

\$6⁹⁹
EA

AVAILABLE FEATURES

Voicemail

Callers can leave you a message. You'll hear a few short beeps in your dial tone to alert you to a new voicemail.

Three-Way Calling

Join yourself and two other callers on the same call.

Last Call Return

To hear the number from your last call, press *69. To redial it, press 1.

Caller ID

Displays the caller's name and phone number on your phone display.

Call Waiting

A brief tone alerts you to incoming calls. You may leave the call you're on to answer the incoming call.

Call Waiting ID

Displays who is calling when an incoming call is waiting.

Call Forward Variable

Send incoming calls to a different number. Also, transfer all calls to any number.

Anonymous Call Rejection

If incoming caller information is blocked from being shown, automatically send them a message stating you don't accept blocked info calls.

Call Screening

Block up to 13 callers of your choice and auto-send a message you're not accepting their calls.

Speed Call 8

Use a two-digit code to dial up to 8 frequently called local or long distance numbers.



RESIDENTIAL CHANNEL GUIDE

COLOR/SYMBOL KEY TO CHANNEL AVAILABILITY AND POSITION

U ULTIMATE
 P PREFERRED
 S SELECT
 B BASIC
 L LATINO
 CH CHANNEL POSITION
 TVE WATCH TV EVERYWHERE
 OD ON DEMAND
 ST LOCAL STREAM
 * ADDITIONAL FEE

NETWORK/STATION	AVAILABLE ON	CH
A&E	S P U TVE OD	115
ABC - WQAD 8	B S P U TVE	8
ACC Network	P U	49
ACCESS 9 - Public Access	B S P U	9
AHC - American Heroes Channel	P U TVE OD	151
Action Movies On Demand	* * * *	110
AMC	S P U TVE	99
Animal Planet	S P U TVE OD	169
Antenna TV	B S P U	21
AXSTV	P U	113
Bally Sports Midwest	S P U TVE	36
Bally Sports Midwest Alternate	S P U TVE	67
BBC America	P U TVE	155
BBC World News	P U	188
Big 10 Network	S P U TVE OD	39
Big 10 Network Alternate	S P U TVE	68
Boomerang	P U	81
Bounce TV	B S P U	102
Bravo	S P U TVE	123
Cartoon Network	S P U TVE OD	82
CBS - WHBF 4	B S P U	4
Cine Mexicano	* * * *	L 202
CIVIC TV	B S P U	2
CNBC	S P U TVE OD	187
CNN	S P U TVE OD	184
CNN en Espanol	* * * *	L 196
Comedy Movies On Demand	* * * *	94
Cooking Channel	P U TVE	166
Court TV	B S P U	154
Cozi TV	B S P U	22
Crime & Investigation	P U	120
C-SPAN	B S P U TVE	27

NETWORK/STATION	AVAILABLE ON	CH
Hallmark Channel	S P U TVE	130
Hallmark Movies & Mysteries	S P U TVE	133
HDNet Movies	* * P U	112
Heroes & Icons	B S P U	88
HGTV	S P U TVE	160
History Channel	S P U TVE OD	145
History en Espanol	* * * *	200
HLN - Headline News	S P U TVE	183
HSN - Home Shopping Network	B S P U TVE	11
ID - Investigation Discovery	S P U TVE OD	117
IFC	P U TVE	95
INSP	B S P U	31
ION	S P U	119
ION Mystery	B S P U	116
Laff	B S P U	96
Lifetime	S P U TVE OD	134
Lifetime Movie Channel	S P U TVE OD	136
Lifetime Real Women	P U	137
Local On Demand	* * * *	16
Magnolia Network	P U TVE	161
Marquee Sports Network	S P U TVE	37
MeTV	B S P U	20
Military History	P U	146
Motor Trend	S P U TVE OD	149
Movieplex	P U	111
MPL 5 - Musser Public Library	B S P U	5
MPW-TV Tutorials	B S P U	17
MSNBC	S P U TVE	186
My Network TV	B S P U	18
Nat Geo Wild	S P U TVE	176
National Geographic	S P U TVE OD	175
NBC - KWQC 6	B S P U TVE	6

NETWORK/STATION	AVAILABLE ON	CH
UP TV	P U	85
USA	S P U TVE	98
VOD/PPV Preview		1
Vice	P U TVE	118
WE	S P U TVE	140
Weather Channel	B S P U TVE	15

PREMIUM NETWORKS Add to any package.

NETWORK/STATION	AVAILABLE ON	CH
HBO HBO On Demand	* * * U	410
HBO E	* * * U	OD 411
HBO Max	* * * U TVE	
HBO 2	* * * U	413
HBO Signature	* * * U	414
HBO Family	* * * U	415
HBO Comedy	* * * U	416
HBO Zone	* * * U	417
HBO Latino	* * * U	418
CINEMAX Cinemax On Demand	* * * U	420
Cinemax E	* * * U	OD 421
Outer MAX	* * * U	423
5 Star MAX	* * * U	424
MoreMax	* * * U	425
ActionMax	* * * U	426
Thriller Max	* * * U	427
Movie MAX	* * * U	428
MAX Latino	* * * U	429
SHOWTIME Showtime	* * * U	431
Showtime 2	* * * U	433
SHOxBET	* * * U	434
Showtime Extreme	* * * U	435
Showcase	* * * U	436
Showtime Next	* * * U	437
Showtime Family Zone	* * * U	438
Showtime Women	* * * U	439

C-SPAN 2	B	S	P	U						28
CW - KGCW 13	B	S	P	U					ST	13
Destination America			P	U	TVE	OD				150
Discovery		S	P	U	TVE	OD				147
Discovery En Espanol	*	*	*	*					L	198
Discovery Familia	*	*	*	*					L	199
Discovery Family		S	P	U	TVE	OD				171
Discovery Life		S	P	U	TVE	OD				172
Disney Channel		S	P	U	TVE					75
Disney Junior		S	P	U	TVE					77
Disney XD		S	P	U	TVE					76
Drama Movies On Demand	*	*	*	*						125
E!		S	P	U	TVE					139
EarthxTV		S	P	U	TVE					148
En Espanol On Demand	*	*	*	*						190
ESPN		S	P	U	TVE					33
ESPN 2		S	P	U	TVE					34
ESPN Deportes	*	*	*	*					L	194
ESPN News			P	U	TVE					45
ESPN U			P	U	TVE					44
Events On Demand	*	*	*	*						62
EWTN	B	S	P	U						30
Family/Kids On Demand	*	*	*	*						70
Food Network		S	P	U	TVE					165
FOX - KLJB 18	B	S	P	U					ST	7
FOX Business News		S	P	U	TVE					182
FOX Deportes		S	P	U	TVE					47
FOX Deportes	*	*	*	*					L	195
FOX News Channel		S	P	U	TVE					180
Freeform		S	P	U	TVE					97
FS1 - FOX Sports 1		S	P	U	TVE					42
FS2 - FOX Sports 2			P	U	TVE					43
Fun Roads		S	P	U	TVE	OD				167
FX		S	P	U	TVE	OD				107
FXM - FX Movie Channel		S	P	U	TVE					109
FXX		S	P	U	TVE					108
FYI			P	U	TVE	OD				162
Great American Family		S	P	U						142
Galavision	*	S	P	U					L	192
Golf Channel		S	P	U	TVE					41
Grit	B	S	P	U						89
GSN - Game Show Network			P	U						91

NBC Sports Net Chicago		S	P	U	TVE					38
NBC Sports Net Chicago Alt		S	P	U	TVE					66
NBC Universo	*	*	*	*					L	205
Newsmax		S	P	U	TVE					181
News Nation		S	P	U	TVE					185
NFL Network			P	U	TVE	OD				55
NFL RedZone			*	*	TVE					56
Outdoor Channel		S	P	U						50
Outlaw	B	S	P	U						143
OWN		S	P	U	TVE	OD				131
Oxygen		S	P	U	TVE					132
PBS Create - IA Public TV	B	S	P	U					ST	24
PBS Illinois - WQPT 24	B	S	P	U						14
PBS Iowa - KIIN 12	B	S	P	U					ST	12
PBS Kids - IA Public TV	B	S	P	U					ST	23
PBS World - IA Public TV	B	S	P	U						25
PBS Worldview - WQPT2 IL	B	S	P	U						26
PCTV - Pearl City TV	B	S	P	U					ST	3
POP		S	P	U						101
QVC	B	S	P	U	TVE					10
Rewind	B	S	P	U						100
RFD TV		S	P	U						90
Science Channel		S	P	U	TVE	OD				174
SEC Network			P	U	TVE					48
Sorpresa	*	*	*	*					L	197
StartTV	B	S	P	U						138
Sundance TV			P	U						92
SY FY		S	P	U	TVE					105
TBN - Trinity Broadcasting	B	S	P	U						29
TBS		S	P	U	TVE	OD				104
TCM - Turner Classic Movies			P	U	TVE					93
Telemundo	*	*	*	*	TVE				L	203
TeleN	*	*	*	*					L	201
This TV	B	S	P	U					ST	19
TLC		S	P	U	TVE	OD				170
TNT		S	P	U	TVE	OD				103
Travel Channel		S	P	U	TVE					168
True Crime Network	B	S	P	U						152
truTV		S	P	U	TVE	OD				153
UniMás	*	*	P	U					L	193
Universal Kids		S	P	U	TVE					80
Univision	*	S	P	U					L	191

The Movie Channel	*	*	*	U						440
The Movie Channel Xtra	*	*	*	U						442
FLIX	*	*	*	U						443
STARZ On Demand	*	*	*	U						450
STARZ E	*	*	*	U		TVE	OD			451
STARZ Comedy	*	*	*	U						453
STARZ in Black	*	*	*	U						454
STARZ Kids & Family	*	*	*	U						455
STARZ Cinema	*	*	*	U						456
STARZ Edge	*	*	*	U						457
STARZENCORE E	*	*	*	U		TVE				460
STARZENCORE Family	*	*	*	U						462
STARZENCORE Westerns	*	*	*	U						463
STARZENCORE Suspense	*	*	*	U						464
STARZENCORE Action	*	*	*	U						465
STARZENCORE Black	*	*	*	U						466
STARZENCORE Classic	*	*	*	U						467

STARZ
STARZENCORE

STREAMING NETWORKS IN YOUR SUBSCRIBED TIER INCLUDED!



EVERYWHERE[®]
on PC • Tablet • SmartPhone

Watch your favorite networks and programs LIVE and On Demand on your Smartphone, Tablet, PC, or a video streaming device. Watch TV Everywhere is included with your MPW TV subscription; Select and above. Visit www.wtve.net to sign up now!

ON DEMAND PRESS ON DEMAND TO SEE WHAT'S AVAILABLE TODAY!

ON DEMAND

With the touch of a button, catch new movies, some still in theaters, and all the same day they're released on DVD & BluRay — weeks to months before streaming services. Plus, anytime access to a whole library of programming — entire series, movies, sports and more on your subscribed networks.



Business Phone Features

Call Forward Busy:

This is not a user controlled feature. It is turned on/off at the time of set-up. The feature (including the number) can be modified by contacting the MPW HelpDesk.

Call Forward Don't Answer:

This is not a user controlled feature. It is turned on/off at the time of set-up. The feature (including the number) can be modified by contacting the MPW HelpDesk.

It is recommended that the number should be different than the Call Forward Busy number to avoid any type of conflict.

Call Forward Variable:

To activate call forward variable

*Press *72. Immediately dial the forwarding #. There will be a stutter dial tone and then a call will automatically be placed to the forwarding number. The call must be answered for Call Forwarding to be activated. Complete steps twice if the call was not answered to activate.*

*To verify Call Forwarding is activated, Press *72. A busy signal or error announcement confirms that Call forwarding is activated.*

*To deactivate, press *73. Two quick tones followed by dial tone will confirm that Call Forwarding is deactivated.*

Toll Blocking:

Once activated, this feature will block all toll calls. It is turned on/off at the time of set-up. This is not a user controlled feature but can be turned off by contacting the MPW HelpDesk.

Collect Call Block:

Once activated, this feature will block all collect calls. It is turned on/off at the time of set-up. This is not a user controlled feature, but can be turned off by contacting the MPW HelpDesk.

Dual Ring:

This is not a user controlled feature. It is turned on/off at the time of set-up. The feature can be turned off by contacting the MPW HelpDesk.

Call Transfer:

This is a user-controlled feature, but must be activated in the Metaswitch first.

To activate call transfer:

Press down on the switch hook or use the flash key. This places the caller on "hold" and provides a special dial tone. Dial the number to which the caller will be transferred. Do one of the following:

Hang up to complete the transfer.

Stay on the line until the distant party answers. Introduce the call then hang up.

Ensure you've purchased a phone that comes with this feature, when enabled.

- Parties calling from an area where caller ID is not supported will not allow for caller ID to be displayed.*
- Parties calling that have chosen to block their ID or to be listed as "private" or "anonymous" will not allow for caller ID to be displayed, however, the words like "private" or "anonymous" may appear on your caller ID as such.*

Call Waiting:

Call Waiting allows you to receive a brief tone that will alert you that another call is coming in while you're on the line. When you hear the brief tone, you'll have the option to leave the call you're on and answer the other incoming call.

If included in your phone package, this feature comes activated.

To answer a call waiting call, you'll hear a brief beep alerting you that another call is coming in, then:

- Press the "flash" key or switch hook with a quick tap, putting your first call on hold.*
- You'll automatically be connected to the call waiting caller.*
- To alternate between calls, press the "flash" key or switch hook with a quick tap.*
- To cancel your call waiting call, press *70 - this can be done before placing a call or during an existing call.*
- Your original call is automatically restored when the call is terminated.*

Call Waiting ID:

Call Waiting ID allows you to receive a brief tone that will alert you that another call is coming in while you're on the line and will also display who is calling in while you're still on the line. When you hear the brief tone, you'll have the option to leave the call you're on and answer the other incoming call. *You will need a phone that has a digital display to display a caller's ID.

Call Forward Variable:

Call Forward Variable is a great feature that allows you to send incoming calls to a different telephone number. If you're going to be away from your home or business for awhile, you can transfer your phone to any other telephone number, whether it's local, long distance, toll-free, or even your cell phone (carrier data rates may apply).

To activate call forward variable (if included in your phone package):

- Press *72 and immediately dial the forwarding number. For non-local numbers, ensure that you dial a 1 plus the area code first before dialing the forwarding number.*
- Once you've completed the previous step, you'll hear a few short stutters in the dial tone, then the call will automatically ring to the forwarding number. To complete activating the call forwarding feature, the call*

Business Phone Features cont.

Press down on the switch hook or use the flash key before or after the third party answers to allow for three-way conversation.

Call Hunt (also is known as "Circular Hunt"):

Customer will need to determine the sequence (chain) of numbers to be used in the "Hunt Group" at the time of set-up. This is not a user controlled feature. It is turned on/off at the time of set-up. The "Hunt Group" sequence can be modified by contacting the MPW HelpDesk.

Selective Call Forward:

Customer will need to determine the forwarding numbers to be used at the time of set-up. This is not a user controlled feature. It is turned on/off at the time of set-up. The number can be modified by contacting the MPW HelpDesk.

Long Distance Alert:

This feature provides a stutter dial tone when enabled. This is not a user controlled feature. It is turned on/off at the time of set-up. The alert can be modified by contacting the MPW HelpDesk.

Remote Access to Call Variable:

Note: this feature is very similar to Call Forward, but is user controlled

This feature is initially programmed at the time of set-up and can later be modified by contacting the MPW HelpDesk.

- Assuming it has been enabled, dial 319.200.4000 and once prompted enter the telephone number you want to forward followed by the # button.*
- Enter the applicable voicemail PIN followed by the # button. If you do not have a MP&W voicemail pin enter PIN 8255 (default) followed by the # button.*
- Enter the access code *72. You will hear a stutter dial tone.*
- Enter the 10 digit telephone number. You will hear another tone and then a call will automatically be placed. The call has to be answered on the destination number or the feature won't activate. If the call is not answered, hang up and start over at step 1.*

After entering the destination number in step 4, you will hear a stutter dial tone. No call will be placed and the forward will activate.

*To disable forwarding, repeat steps 1-3 and enter *73.*



USING MPW PHONE FEATURES

Vicemail:

Vicemail allows callers to leave you a message when the call goes unanswered. When a new voicemail is left, you'll hear a few short beeps, or blips, in your dial tone when you pick up your phone to alert you that you have a message.

To set up your voicemail:

- Dial *86*
- Enter your PIN for your voicemail. The temporary PIN is 6245 when you first set up your voicemail. You'll want to change your PIN immediately as outlined below so no one can access your voicemail using the temporary PIN.*
- In the main menu, press 4 to change settings.*
- For security options, press 3.*
- To change your PIN to any 4-digit number, press 1. Keep record of your PIN number in a safe place as MP&W will not know your PIN and will not be able to change it for you.*

To record your own greeting:

(This feature comes with a system-generated greeting that callers will hear when they call and reach your voicemail, however, you may record your own with the following instructions.)

- Press *86 and enter your PIN.*
- Press 3 in the main menu.*
- Press 1 to set up your own greeting.*
- To change the recording of your name, or to set the system-generated greeting, press 3.*
- Press 5 if you'd like to change the greeting callers hear if your phone is busy.*

When you have new messages:

- You'll hear a few short blips during the dial tone.*
- Once you dial into your voicemail and enter your PIN, new messages will be identified.*
- After you've heard your new messages, the Voicemail Main Menu will play and provide options, such as, playback, delete, and set-up your voicemail recording.*

Three-Way Calling:

Three-way calling is similar to a small conference call. It allows you and 2 other callers to join on the same call from your own locations and devices, so you can talk to your mom and sister, or your friends, Bob and Dan, all at the same time over the phone!

To activate three-way calling (If included in your phone package):

- While on a call, press the “flash” key or switch hook with a quick tap. You’ll hear three short beeps, followed by the dial tone- this has simply placed your first call on hold.
- Next, dial the number of the person you’d like to add to the conversation/call. When they answer, you’ll have the opportunity to let them know in private that you’re adding them to your present call before they join the three-way call.
- Finally, press the “flash” key or switch hook with a quick tap to return to your first call and connect the new person to your original call.

To disconnect from a three-way call:

- To disconnect the third party from the call, press the flash key.
- To end your call, simply hang up.

Last Call Return:

Last Call Return has 2 features. It allows you to hear the phone number of the last call that rang to your phone, even if the call was not answered. After pressing *69, it also allows you to redial the last incoming call, simply by pressing 1 on your phone keypad.

To activate last call return (If included in your phone package):

- Press *69 each time you wish to use the last call return feature. (If using a rotary phone, dial 1169)
- You’ll hear the number of the last caller that called you along with the time they called and a prompt to press 1 to dial the number back.

To deactivate last call return,

- Press *89.

Caller ID:

Caller ID displays the name and phone number of the caller on your phone display, so you’ll know who is calling before answering the phone. *You must have a phone that is capable of displaying caller ID on the phone’s digital screen.

If included in your phone package, this feature comes activated and will automatically display a caller’s information on your phone’s digital display when they call.

To deactivate caller ID:

- Press *85

Note: There are situations that may cause caller ID information not to appear if:

1. The phone you’re using isn’t compatible for use with caller ID.

must be answered on the forwarded number’s phone. (i.e., if you’re transferring the phone to your cell phone, you must answer your cell phone after you’ve gone through the initial steps to forward the phone to your cell phone to enable the forwarding feature.)

- To verify this feature is active, press *72 from the main phone that you’re forwarding and you should receive a busy signal or error announcement, which confirms that the feature is activated.

To deactivate call forward variable:

- Press *73. You’ll then hear two short tones followed by the dial tone, confirming that you’ve deactivated call forwarding.

Anonymous Call Rejection:

Don’t want to take calls from anonymous callers who mark their numbers as “Private” or “No Caller ID”? This feature is for you! When a caller calls and is blocking their information from being shown with their name and/or phone number, activating this service automatically sends a message to those callers stating that you don’t accept blocked calls and that if they want to reach you, they need to unblock their line and call again. *Note- if you want to visually see if a caller is marking their number as “Private/No Caller ID/Anonymous”, you will need the Caller ID feature and a phone that has a digital display to show a caller’s ID, but it is not necessary to have either in order for this feature to work.

To activate anonymous call rejection (If included in your phone package):

- Press *77.

This blocks all callers that display “private” or “anonymous” on caller ID and plays a message for the caller that states you do not accept anonymous calls and that they they’ll need to unblock their line and call again in order to reach you.

To deactivate this feature:

- Press *87.

Call Screening:

Tired of taking calls from a certain caller? This feature allows you to block up to 13 callers you choose from calling your phone. Callers that are “screened/blocked” will receive a message stating that you are currently not accepting calls from them.

To activate call screening and block certain numbers from calling you (If included in your phone package):

- Press *60
- Follow the voice prompts
- To add a phone number to your call rejection list:
 - Press the # key
 - To hear the entries on your list, dial 1
 - To remove entries on your list, press the * key
 - To turn this feature off while in the prompt menu, press 3

DO NOT CALL REGISTRY NOTICE

The National Do-Not-Call Registry offers you a choice regarding telemarketing calls at home.

Registering will not stop calls from certain non-profit and political organizations and calls from organizations with which you have established a business relationship.

Register your residential telephone numbers including wireless numbers at telephone at

1.888.382.1222
(TTY: 1.866.290.4236)
or online at **www.donotcall.gov**.

If registering via internet, you may register up to three numbers at one time. By phone, you may register only one number at a time and you must call from the telephone number you are registering.

The number will be on the Do-Not-Call list the day after registration. Telemarketers have up to 31 days to remove the number from their call lists.

A number can be removed from the Do-Not-Call Registry at any time.

PRIVACY NOTICE FOR PHONE & CABLE TV CUSTOMERS

Muscatine Power and Water (MPW) complies with federal regulations for protecting the privacy of personally identifiable information in your account records. For telephone service, federal law refers to these records as “Customer Proprietary Network Information” (CPNI). Affected records include a customer’s subscribed telephone services, billing data, call details, etc.

MPW does not share customer account information with other entities for marketing purposes. MPW itself, may contact you with information about changes to our telephone services plans or optional features available for your subscribed service plan(s). We will not use protected telephone or other account information for any other marketing purpose.

The Personal Information Disclosure (PID) section of MPW Communications Service Rules sets forth our policy regarding personal customer information and the federal Communications Commission and other regulators require MPW to protect your CPNI.

PUBLIC NOTICE

BACKUP BATTERY POWER SUPPLY UNIT A/K/A UNINTERRUPTED POWER SUPPLY (UPS)

Muscatine Power and Water (MPW) is required to provide you with this information when or after connecting your phone services to our fiber-optic network.

BACKUP POWER FOR HOME PHONE SERVICE DURING POWER OUTAGES

Over a fiber connection, a backup battery power supply unit (UPS) is needed to power phone service in the event of a power outage. MPW provides an optional UPS to maintain connectivity, including 911 emergency services, via a corded, landline phone during outages. You must have at least one corded, single-line, touchtone phone connected directly to your in-home wiring telephone jack.

Note: Cordless phones, home security systems, medical monitoring devices, or other electronic equipment requiring power, will not function without a separate battery backup or alternate power source such as a generator.

WHAT YOUR BATTERY CAN AND CAN’T DO FOR YOU

A UPS will maintain telephone service and allow you to make phone calls without power for up to twenty-four (24) hours on a corded, landline phone. Without a UPS or alternate backup source, you will not be able to place any calls, including emergency calls to 911.

PURCHASE AND REPLACEMENT OPTIONS

Backup battery units and replacement batteries are available directly from MPW. Please call us at 563-263-2631 to request a UPS, a replacement battery, or for installation instructions. If you decide to purchase a third-party UPS from a local or online retailer, please contact MPW for specific requirements.

EXPECTED BACKUP POWER DURATION

The MW-provided UPS is expected to last up to 24 hours during a power outage and depending on temperature, outage frequency and usage, the battery’s estimated life expectancy is 2-4 years. Our UPS has a self-testing feature.

INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored under normal room temperatures.

You should periodically test your battery to verify its operation and condition. To test: unplug it from the power outlet. If working correctly, the Optical Network Terminal (ONT) will remain powered and corded landline phones will still work. Remember to plug the unit back in after testing.

Backup units will display a battery light when the battery needs to be replaced. Please refer to the backup unit’s instruction manual for details on the warning indicator lights and the battery replacement procedure.

Replacement batteries are available through MPW.

Questions or concerns?

Call the HelpDesk at 263-2631 option 3 or email us at helpdesk@mpw.org

Everybody
knows
One



and *each* one is worth

\$20

fans & friends

REFERRAL REWARDS



Fill out this form or submit online at mpw.org

02/15/24

ENJOY



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THE NEW
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MOBILE APP

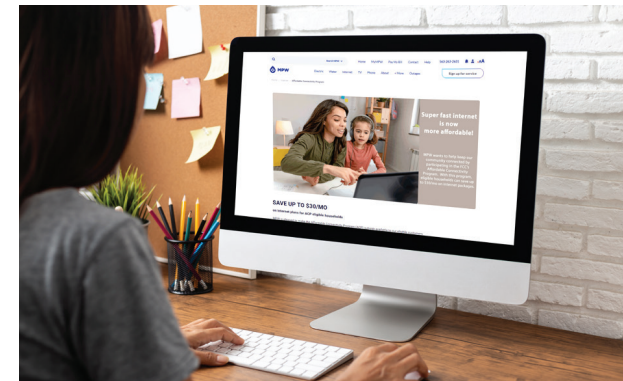
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credentials to login.



Super fast internet is now more affordable!

SAVE UP TO \$30/MO
on internet plans for
eligible households
with the
AFFORDABLE
CONNECTIVITY
PROGRAM

MPW wants to help keep our community connected by participating in the FCC's Affordable Connectivity Program. The Affordable Connectivity Program (ACP) was created by Congress to help ensure that households can afford the broadband they need for work, school, healthcare and more. The program helps ensure that internet service is affordable for everyone.

*The ACP is funded by Congress. In the event it is discontinued and you continue to receive service, participants will be charged the undiscounted rate, which would be subject to our general terms and conditions.



Learn if you can qualify by
scanning this code or by calling
MPW Customer Service at
263-2631.



Earn a \$20 Credit!

Tell Your Neighbors About Us and Then Tell Us About Them!

They'll get a great deal on TV, Internet and Phone and MPW WiFi@HOME. You'll earn a \$20 credit on your MPW bill when they subscribe!

FILL OUT & MAIL THIS FORM OR SUBMIT REFERRALS ONLINE AT mpw.org/contact

* indicates required information

Your Name:*

Your MPW Service Address:*

Your email:*

Your phone number:*

Their Name:*

Their MPW Service Address:

Their email:

Their phone number:*

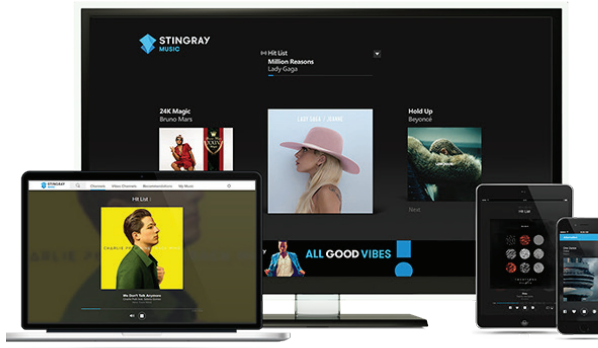
Check only one.

I am referring this person to MPW. (you will receive credit)

I have been referred to MPW by them. (they will receive credit)

For office use only Referral Date

Install Date Completed Date



Stingray Music included with all packages. Number denotes TV channel. Streaming access to these channels plus additional "Vibes" channels anywhere on PC, Tablet & Smartphone with the WTVE/Stingray App. 021524

GENRE	CH	GENRE	CH
Music On Demand	500	Hit Lists	511
Alt Rock Classics	521	Holiday Hits	576
Alternative	520	Hot Country	501
Americana	507	Jammin'	570
Bluegrass	505	Jazz Masters	549
Broadway	545	Jazz Now	551
Chamber Music	540	Jukebox Oldies	517
Christian Pop & Rock	556	Kids' Stuff	574
Classic Masters	541	Maximum Party	510
Classic R 'n' B & Soul	536	No Fences	502
Classic Rock	518	Nothin' but 90's	513
Country Classics	503	Pop Adult	512
Dance Clubbin'	533	Popular Classical	542
Easy Listening	559	Retro Latino	568
Electric Electronic	528	Ritmos Latinos	564
Everything 80's	514	Rock	519
Éxitos del Momento	565	Rock en Espanol	569
Éxitos Tropicales	566	Romance Latino	567
Flashback 70's	515	Smooth Jazz	550
Folk Roots	504	Soul Storm	537
Gospel	555	Swinging Standards	552
Groove Disco & Funk	531	The Blues	548
Heavy Metal	522	The Chill Lounge	561
Hip Hop	525	The Spa	560
Hip-Hop/R&B	526	Y2K	527

Financial Assistance

Sometimes, members in our community can use a helping hand, financially. Through support with local agencies and customer contributions, those struggling to pay their utility bills may be able to get financial assistance. **If you're having difficulty paying your utility bill, call MPW Customer Service right away at (563) 263-2631.** Our customer service representatives are here to work with you to help prevent disruptions to your service.

In addition to Community Action of Eastern Iowa, the Salvation Army is an excellent resource and both continue to be engaged in doing good in the community all year-round.

There are several different financial assistance programs designed to give customers relief in difficult situations, including:

- Low Income Home Energy Assistance Program (LIHEAP). Apply through Community Action

<https://www.caeiowa.org/>

- Low-Income Household Water Assistance Program (LIHWAP). Apply through Community Action

<https://www.caeiowa.org/>

- The Affordable Connectivity Program (ACP) - see reverse side for more.

<https://mpw.org/internet/affordable-connectivity-program/>



SCAN FOR COMMUNITY ACTION SITE



SCAN FOR ACP SITE

Project Share

Donate to Area Neighbors In Need

MPW customers can help area neighbors in need by contributing to Project Share - a voluntary, tax deductible energy assistance program that helps community members in Muscatine, with a financial need, pay their winter utility bills. Consider supporting community members in need this winter. It's a simple way to share some warmth with those who need it!



Donating is easy:

- add a contribution to your monthly utility bill or,
- scan the QR code to make a donation directly to Project Share