Welcome to

fioptics+

Your one-stop user guide
to altafiber products and services

altafiber

Welcome to altafiber. We deliver the very best in advanced network technology, to bring you all the entertainment, information and communication you need at the speed of light. Browse, upload, share and save. Manage your home from anywhere. Tap into events and savings in your hometown. Here at altafiber, we are connecting what matters.

Fioptics+, powered by TiVo

Best-in-class video streaming via your Fioptics+ set-top box or Fioptics+ App. Link directly to your favorite content from Netflix, Prime Video, HBO Max, and more. Use your voice to navigate your guide, apps and games, Google Assistant, cloud-based DVR recordings and more.

Fioptics Internet

We have download speeds from 100 Mbps up to 2 Gbps, and offer symmetrical download and upload speeds up to 1 Gbps.

Voice

We have more than 14 unique calling services to meet your needs and plans that allow you to call anywhere, anytime in the United States.

WELCOME TO THE FIOPTICS+ EXPERIENCE!

Fioptics+, powered by TiVo, instantly gives you total control of the TV programming you love, and much more! Unlike traditional TVs and set top boxes that get a TV signal over a coaxial cable connected to a cable wall jack in your home, your Fioptics+ streaming device gets the TV signal over a wired or wireless connection to your home network. You'll receive all of your channels, as well as access to streaming providers, over that one connection.

And when you enable Cloud DVR service on your account, you can record shows to watch later , even on your other supported streaming devices, because they are stored in the cloud. Contact customer care at 513.565.9890 to request Cloud DVR service.

Home Screen
Start Here For Just About Everything.

The Home screen is the starting point for just about everything you do. From the Home screen, you can easily access popular destinations in the Fioptics+ experience; get personalized recommendations from the SmartBar and What to Watch, and view settings.
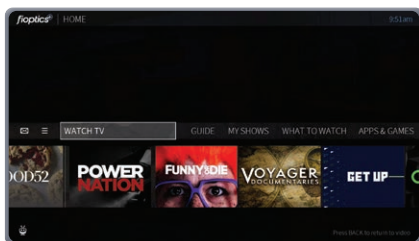
To get to the Home screen from anywhere, just press the TiVo button on your remote control.

The Smartbar
Ready When You Are

The SmartBar, located at the bottom of the Home screen, predicts shows to watch based on what your household usually watches at a particular time or day. For example, if the kids tend to watch shows while dinner's cooking, their shows will be waiting in the SmartBar at that time each day.
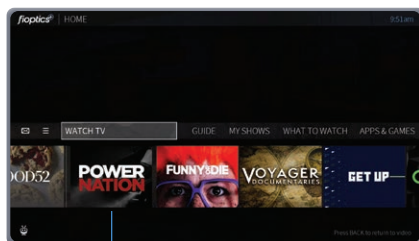
SmartBar

My Shows
Find. Watch. Repeat.

All of your recordings and streaming videos appear in the My Shows list. To get to the My Shows list from any menu screen press the 🎭 button and scroll to My Shows.

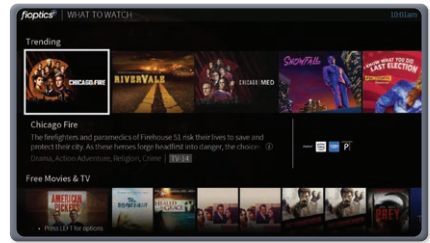Filters in the left column of My Shows let you narrow your choices instantly. As you highlight a filter, your My Shows list will update automatically. Filters include TV Series, Movies, Kids, and more.

What to Watch

What to Watch lets you browse shows available to stream, watch live, record, or bookmark. From the Home screen, select *What to Watch.*

Shows are categorized for easy browsing. Look for options like On TV Now, Movies on Later, Sports on Now. You'll even find curated collections, like Oscar Winners or Westerns.

Note: To filter your What to Watch options and jump quickly between categories, press LEFT on your remote control when you are at the beginning of a strip. This will reveal the Filter column.
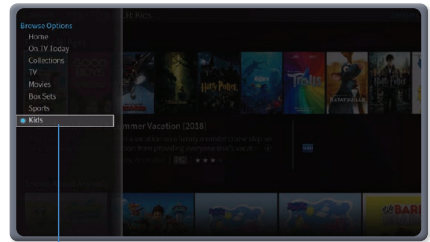
Filters

Apps & Games

To launch the Apps & Games menu, simply press and hold the TiVo 🎭 button.
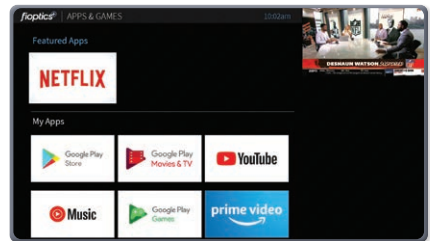
At first, the apps on this screen include the video providers you selected when you set up your TiVo device (e.g., Netflix). These providers appear in your Video Provider List and are automatically included when searching or browsing using the TiVo menus. (For more information on your Video Provider List, see User Preferences).

If you don't see the apps you selected during setup, or if you skipped that portion of setup, you can always add the apps manually. You can also add other apps, games, and content you download on Google Play to this screen for direct access.

Simply select one of the Google Play tiles (Google Play Games, Google Play Music, etc.) to go to Google Play, and sign in using your Google user name and password.

Video ON DEMAND

Your TiVo device has access to thousands of the latest hit shows and movies — most of them free!

Whenever you search for a show, available Fioptics+ On Demand shows are included in the results. It's just that easy to find the shows you want. But if you'd rather browse the available On Demand offerings, just choose On Demand from the Home screen.

Choosing A Video

To select an On Demand video:

1. On the main Fioptics+ On Demand page, you'll see a list of categories by channel, kids, sports, and more to choose from. Highlight the category you wish to browse and press OK/SELECT.

2. If you are offered sub-categories, choose a sub-category and press OK/SELECT.

3. A list of available videos is displayed. You'll see each video's price, and when you highlight a video, you'll see a brief description in the right column.

4. Once you've located a video you want, highlight it and press OK/SELECT. This will bring you to a screen that gives you more about on the video, and in many cases, allows you to watch a free preview.

5. If the video is free, the information screen will have an option to play it from Fioptics+ on Demand. Select Play to start the video.

If the video must be rented to view it, the information screen will have an option to **Rent and watch** (the price will be listed). Select **Rent and watch** to order the video.

Controlling A Video

Stopping the video. Once you've started watching your video, you can stop it at any time by pressing BACK. Partially-watched videos are stored in the My Rentals folder.

Pausing: Press the PAUSE/PLAY button. To resume playing, press PAUSE/PLAY again.

Rewinding: Press the REWIND button. When you are ready to watch, press PAUSE/PLAY.

Fast Forwarding: Press the FAST FORWARD button. When you are ready to watch, press PLAY.

Note: Some videos from Fioptics+ On Demand may not allow you to fast forward.

Watching A Saved Video

Partially and completely viewed on demand videos are saved in the My Rentals folder for as long as they are available from the Fioptics+ On Demand library. You can watch them again at any time during the rental period.

To restart a video in progress, or to re-watch a video you have already viewed:
1. Select On Demand from the Home screen.

2. Select the My Rentals folder, and then select the video you want to watch.

3. Choose to resume playing where you left off or to start from the beginning.

Pay-Per-View

Pay-Per-View will be available to order from the Fioptics+ Set Top Box by an on-screen purchase window. Customers will have access to the most compelling live sports and events as well has newest movies to rent at the touch of their fingers.
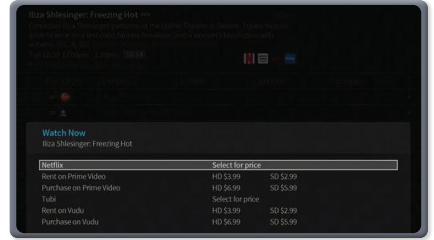
Not only can you rent from Fioptics+ assets, but, if subscribed, you can purchase rentals through the most popular OTT apps directly. Renting PPV assets through the OTT app will bill to the payment source set up when customer subscribed to those apps, these charges will not show on the Fioptics+ monthly bill.

Search

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, streaming videos (from sources like Netflix, Hulu, Prime Video, and more), and On Demand all at the same time. You can even search for a particular channel by its network name or call sign (e.g., NBC or ESPN).

Finding Shows With Your Voice

Use the Google Assistant button on your remote to search live TV, jump to a show, open an app, or get recommendations to match your mood.

1. While viewing any TiVo menu or watching TV, press and release the Google Assistant button 🔵 on the remote.

2. Speak naturally into the remote. Say a title, actor, or keyword.

3. Try saying:
   - "The Voice" or "Find football games"

   - "Search cooking shows"

   - "Find romantic movies" or "Show me sports movies"

Note: To find shows with your voice, your remote must be paired correctly with your TiVo device. Usually, the remote is paired when you install the batteries, but if your voice is not being recognized, you may need to re-pair it. See Remote Settings in the User Guide sent to your email, or by visting **altafiber.com/help-center.**

Keyboard Search

1. From the Home screen, select Search.

2. Use the letter grid to spell out the title, person, or word you're looking for. Press the arrow buttons to move around, then OK/SELECT on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother," the On Demand movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.

3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press REWIND to erase one letter at a time. Insert a space by pressing FAST FORWARD.

4. Use the RIGHT arrow to highlight the show or person name.

5. Press OK/SELECT to view details, set up a recording or OnePass, or bookmark the show.
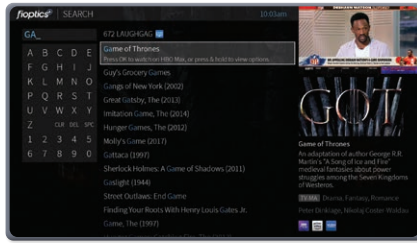
OnePass – DVR Recordings and more
Your Ticket to Limitless Entertainment

OnePass gathers every episode of a series available anywhere and adds them all right to your My Shows list. If it's not available on TV or video on demand, OnePass fills in the gaps with episodes from providers like Netflix. To create a OnePass, find a show you want to watch, then choose "Create a OnePass."

For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., Argentina, Brazil), nickname (e.g., Giants, Bears), or abbreviation (e.g., FIFA, NFL, NCAA, UCLA).

To create a OnePass, find a series you want to watch, then choose Create a OnePass. The show will be instantly added to My Shows and all available episodes will be added.

Note: OnePass works best when your video app list is up to date, with as many apps as possible selected. See **altafiber.com/help-center** for more details.

Recordings
How to set up a recording

OnePass Search

A OnePass search gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game or match from a specific team, or every sporting event in a league and adds them right to My Shows to watch instantly.

If an episode isn't available on TV or Fioptics+ On Demand, OnePass fills in the gaps with episodes from video apps like Netflix, Hulu, Prime Video, and more. Forget about knowing when a show will be airing or wondering which streaming video service has it available: the TiVo Service does it for you, so you can start watching right away.
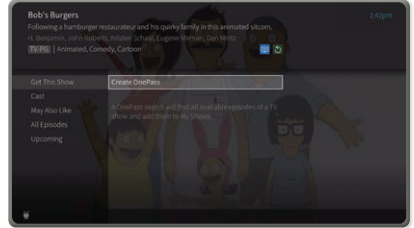
For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., Argentina, Brazil), nickname (e.g., Giants, Bears), or abbreviation (e.g., FIFA, NFL, NCAA, UCLA).

To create a OnePass, find a series you want to watch, then choose *Create OnePass.* The show will be instantly added to My Shows and all available episodes will be added.

OnePass Options

When you create a OnePass, you can choose options that will give you exactly the results you want. You can also change the options of any existing OnePass by going to the OnePass Manager. See OnePass Manager for more information. Options include:

» **Include:** If Cloud DVR is enabled, choose to include recordings, streaming videos (from sources like Netflix), or both in your OnePass results.

» **Start from:** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose New episodes only.

» **Rent or buy:** Decide whether to include episodes that need to be purchased before viewing. (The TiVo Service will not purchase the items for you; you will have the option to purchase them at the time of viewing.) If your OnePass includes recordings, the following options are also available:

» **Record:** Skip reruns or watch them all? Choose *New Only* to avoid reruns, or *New & Repeats* to get every episode.

» **Channel:** Choose the channel on which to record the show, when more than one channel is available.

» **Video Quality:** When you set the Channel setting (above) to *All*, you can choose how often to get the HD version of a show: always, never, or if possible. Note that if you choose *Only HD* and a show is not available in HD,

it won't be recorded. Likewise, if you choose *Only SD* and a show is only available in HD, it won't be recorded.

» **Keep At Most:** Set the maximum number of recordings to be saved.

» **Keep Until:** Choose how long to keep a recording (or each episode of a repeating recording). *Space Needed* is the default setting, or choose *As Long as Possible* and your TiVo device won't delete this episode to record something new. Note that shows will be deleted automatically when they expire, regardless of this setting.

» **Start Recording:** Start recording up to ten minutes before a show is scheduled to begin. (This option is available only before recording starts.)

» **Stop Recording:** Some shows consistently run past their scheduled end times. Use the *Stop Recording* option to choose when the TiVo device stops recording: at the shows scheduled end time, a few minutes after its scheduled end time, or even hours after its scheduled end time. You can change this setting when you set up the recording, or while the recording is in progress.
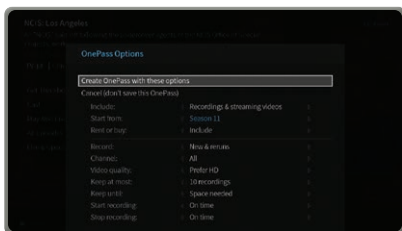
How to set up a single or series recording through the guide

There are a few ways to initiate a recording of a single program. The first is through the GUIDE. Select a show in the GUIDE that is not currently airing.
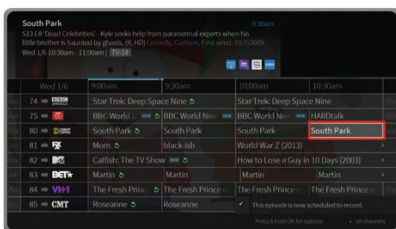
Next select whether you would like to record this single episode or set up a OnePass for the series, or you could choose to what this episode now if available on OTT or VOD assets.
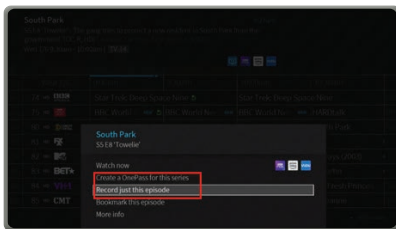
If recording just a single episode, select the options desired for that recording

You will see this confirmation once you confirm your recording options

And you will see this logo on the episode info in the guide
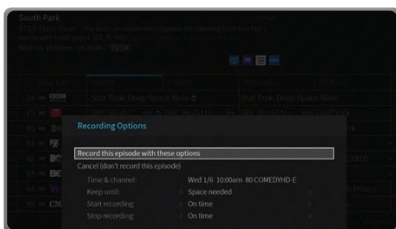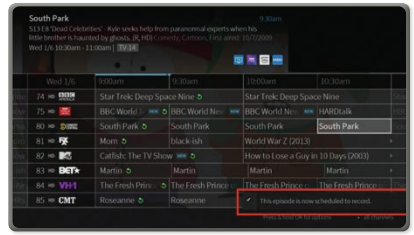

If a series recording is desired, select "Create a OnePass"

Select the series recording options you would like. You can choose to include both or either linear programming and/or assets for OTT providers like Netflix, which seasons you would like to include, if or not to include assets you can rent or buy, new airings re-runs or both, which channel to record from, how many recordings to keep and for how long and when to start and stop the recordings
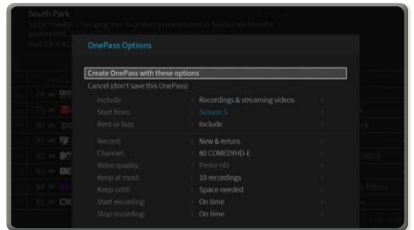
Once OnePass options are confirmed you will see this confirmation
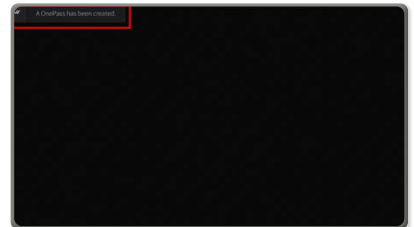
And see this logo in the show info in the GUIDE
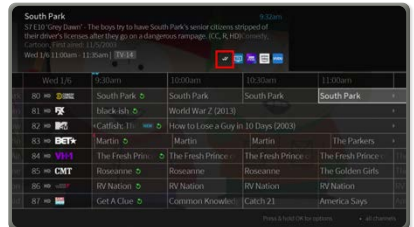
When show are actively being recorded, you will see this logo in the show info screen in the GUIDE

How to initiate a single or series recording while watching a live show

While watching a show, you can initiate both a single episode recordings or a OnePass series recording.

First, while watching a show live, either press DOWN on the direction pad or the "i" info button on the remote to see the menu on the bottom of the screen
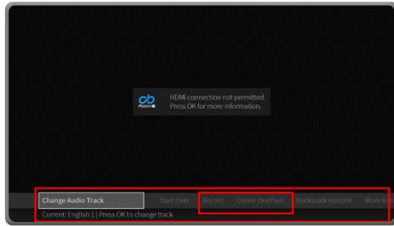
Once you have selected your desired recording option for a single recording or OnePass, follow the corresponding directions above.

How to initiate a single or series recording from search

Search through the desired show either through the voice search using the Google Voice Assistant button or by using search from the main menu.

Once the desired program is, found select it to come to this screen
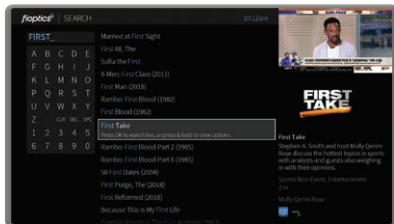
From here you can Create a OnePass for a series recording, or select individual episodes to record on their next air date
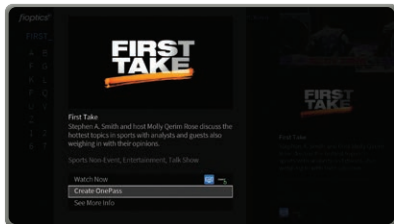
How to view your recordings

To View a show you have recorded, open "My Shows' from the main Menu bar

You will open your list of shows you have previously set up to record either through a single recording or OnePass recordings or Bookmarked
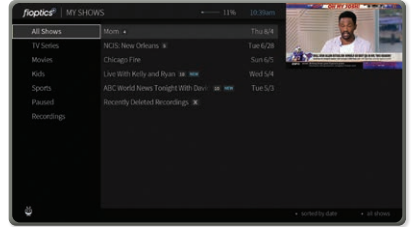
The menu on the left of the screen can filter your show based on their category. Scrolling to "recordings' will show all episodes that have been recorded, the number next to the show title shows how many episodes have been recorded. Opening up the show by selecting it will allow you to select which episode you would like to watch.
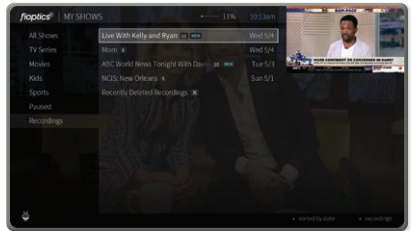
How to cancel a recording

Once a recording or series has been selected, scroll down to "OnePass Options" on the menu on the left of the screen, then select Delete All Episodes to delete current recordings, or Cancel OnePass to no longer record this series
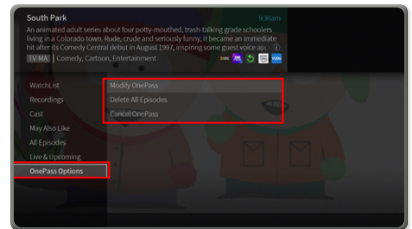
If deleting current recordings you will see this menu to confirm your choice
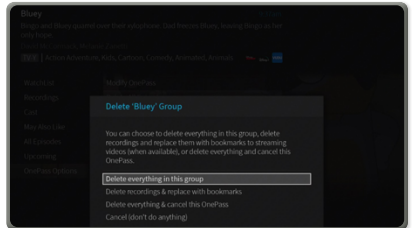
QUICK TIP
You must first make sure there is space in you cloud DVR before you can recover a deleted recording. To do so, you may need to delete other recordings to make space.

How to recover a deleted recording

Should you mistakenly delete recordings you will have the option for up to 3 days to retrieve them by going into the "Recently Deleted" folder under "All Shows" in the My Shows menu
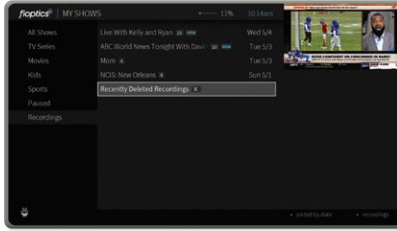
You will see a list of recently deleted shows
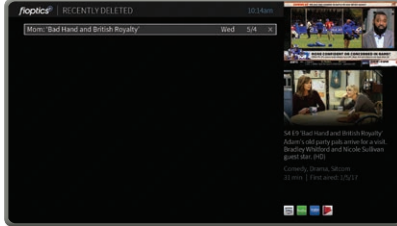
Select the episode or episodes you would like to recover, the next screen you will select "Recover" to move an episode back into your Recordings list

How to view upcoming recordings

To View upcoming recordings of show you have a OnePass set for, first select the show from you My Shows list.
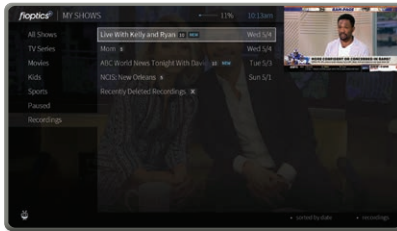
Next, scroll down to "Upcoming" on the left hand menu
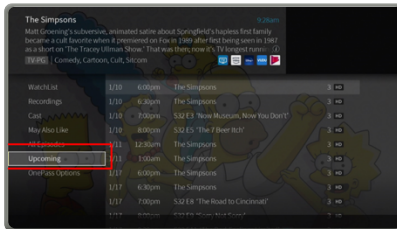
Next, scroll through the list of upcoming airings of your selected show, those episodes with the check marks for single or series recordings are scheduled to be recorded
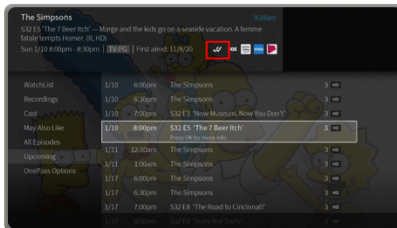
How to manage recordings

You will have the ability to manage their DVR recording levels by several ways. First, you can manage what they keep in their DVR by setting the duration and priority a recording or series recording has over all others in the OnePass or recoding settings at the time of recording initiation.
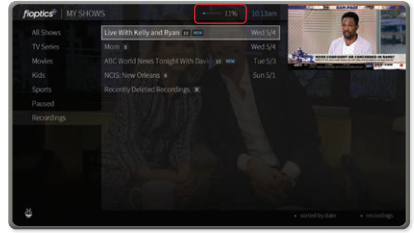
You can choose how many episodes to keep of a certain show and how long to keep either "As Long as Possible" or until "Space is Needed". If choosing "As Long as Possible" the show will be kept until either you delete it, the content provider's recording limit is reached or 1 year. If selecting "Space Needed" the show will be kept until either the above limits have been reached OR if you run out of space on their DVR it will delete the oldest recording no labelled "As Long as Possible".

If shows are removed, either by you, or automatically by the settings rules, you will have up to 3 days to recover a deleted recording form the "Recently Deleted" folder in My Shows.

Should your DVR become full, any upcoming OnePass or pre-set recording that is scheduled will be recorded, however, if no old recordings are able to be removed automatically by being labelled as "Space Needed," the new recordings will be moved immediately to the "Recently Deleted" folder.

If you continually hit your DVR recording limit there will be 4 DVR storage levels you can choose from:15, 50 100 and 200 hours. You can see where you are in your recording storage by the indicator at the top of your My Shows menu:

OnePass searches are listed in the order you set them up: the first is at the top of the list.

To view the OnePass Manager, choose *Menu* *> Settings > OnePass Manager*.

Use this list to change OnePass options, modify recording options (if available), view upcoming episodes, or cancel a OnePass. Highlight the show title and press OK/SELECT to view available options.

You may choose to downgrade to a lower storage tier however, if your currently stored recordings are too large for your new tier, the storage rules will apply and recordings may be automatically moved to the "Recently Deleted" folder in "All Shows"

After 3 days, a recording that has been moved into the "Recently Deleted" folder will be permanently deleted.

How to manage storage

This depends on your service plan. There are several DVR tiers available to match your recording needs. And, if those change, you can adjust your tier either through your My altafiber account or give us a call at 513-565-9890.

If you set up a recording when your storage space is almost full, you'll receive a message on your TiVo device. At that point, you can upgrade to a plan with more storage, or you can delete some of your recordings to free some space. When you reach your storage limit, your TiVo device will begin deleting your oldest recordings to make space for new ones.

Mobile Streaming App Instructions

To register an unmanaged streaming device (Apple TV, Fire Stick/Cube, Android TV), after downloading the Fioptics+ app from the respective app store, you will be prompted to enter a 6-digit code at *altafiber.com/activate.*

1 Download the Fioptics+ app from the app store for your device.

- Current devices supported are the latest two OS versions of:
    - » Apple TV 4K
    - » Fire TV, Fire TV Stick, Fire TV Cube (2nd Gen and newer)
    - » Android TV devices
        - **Note: Not all devices running the above platforms and software versions are guaranteed to be compatible with the Fioptics+ app**
    - » Roku, Samsung Tizen, LG webOS are not supported at this time

2 Launch the app. You will see the screen pictured below.

Please visit https://www.cincinnatibell.com/activate and enter the following activation code.

3X3F3P

- or -

Get a new activation code

3 Log on to *altafiber.com/activate*

Activate Your Fioptics+ App

Click continue to login and activate streaming devices.

Continue

4 Log into your My altafiber account (If you have not yet set up your My altafiber account, please do so at this time by visitng *http://my.altafiber.com*)

Log In

Email Address

Password

☑ Remember Me

Forgot password? Forgot username?

Continue

First Time User? Register.
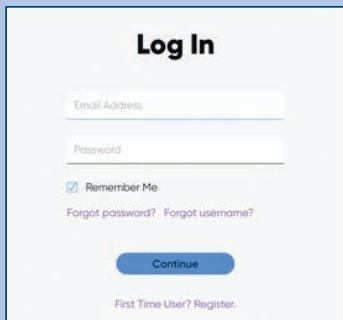
5 Enter the code displayed on your TV screen into the fields on this screen

Activate Your Device

To activate the device, please enter the validation.

Activate

Need help?

Visit Help Center
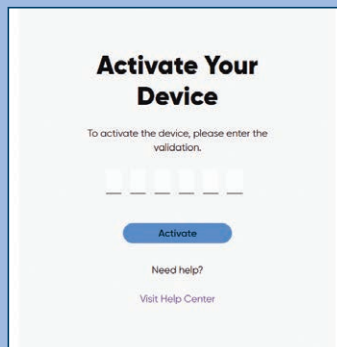
6 Once your code is entered successfully, your device will launch the Fioptics+ app and you will have access to your video service

Note: It may take between 2 and 24 hours from Fioptics+ order completion for your credentials to activate your Fioptics+ app on your personal devices.

What features are available in the Fioptics+ streaming device/mobile app?

» Fioptics+ user experience streamed to your mobile or streaming device with the Fioptics+ app

» Recordings and favorite channels, all on your tablet, phone or streaming device

» Log in with your My altafiber account credentials

» In-home and out-of-home streaming (based on channel content rights)

» Voice search for both iOS and Android mobile

» What to Watch

» Guide

» VOD Browse

*Some channels may restrict concurrent streams to 3 devices.

- » My Shows
- » Search
- » OnePass Manager
- » Restart & Catch Up
- » Content Detail Screens
- » To-Do List

How many Mobile or Streaming devices can be registered to my account?

Each account may have as many as 8 personal devices registered to the account at one time (does not include Fioptics+ set top boxes). Only 5 of these devices may stream Fioptics+ content at the same time.*

Once a 9th personal device is registered to an account, the device that has the oldest last used date will be removed from the registered devices list. You may re-use this device again by logging back into the app the next time it is used.

NOTE: you may need to clear the Fioptics+ app's cached data on this device once it is re-registered to ensure all functionality is returned.

Favorite Channels
How to set up and activate your favorite channels

The Fioptics+ set top box allows the user to switch their Guide from a full subscription display (displays all channels subscribed to) or a favorite channel display (only displays channels that the user selects to display).
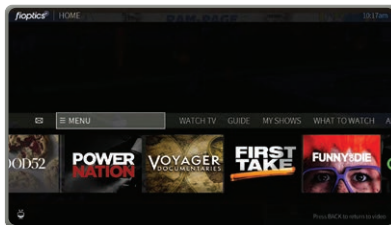
Press the TiVo button on the remote control. Move the cursor to Menu and press the OK button.

Highlight User Preferences and press the OK button on the remote.
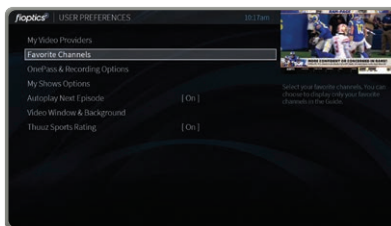
Highlight Favorite Channels and press the OK button on the remote.
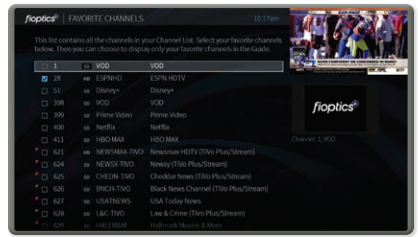
A list of all channels will now display. To add a channel to your Favorites list, highlight it and press the OK button. This will place a checkmark in the box to the left of the channel number.

Repeat these steps for all channels you wish to add to the list. To remove a channel from the list, highlight it and press the OK button to remove the checkmark.

When finished, press the Back button on the remote.

Activating Favorite Channels

Once all channels have been added to your Favorites list, press the Guide button on the remote control. Move the cursor to the left to highlight the channel name and number and then press the OK button on the remote.
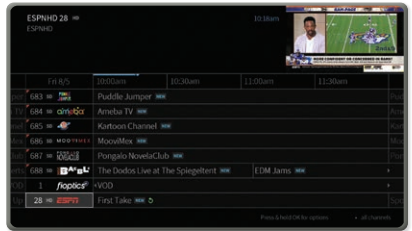
A pop-up will appear at the bottom of the screen. Move the cursor to highlight Channels. The default for this setting will be All. Using the left or right arrow keys, change this setting to Favorites. Press the Back button on the remote control to return to the Guide. The Guide will now display only the channels
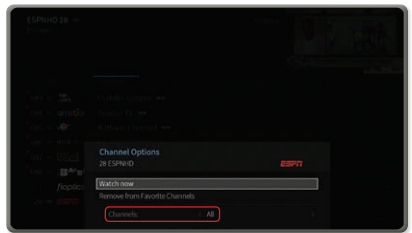
that were selected in the Favorites list. To change back to the full Guide, repeat these steps and change the Channels selection back to All.

Apps and Games
How to add apps and games to your Fioptics+ account

You can download other video, music or gaming apps to your Fioptics+ set top box by opening the Google Play Store within the Apps and Games menu.

1. Select Apps & Games from the Home screen.
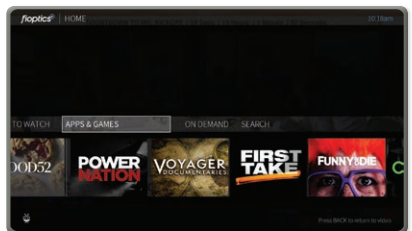
2. Open Google Play store
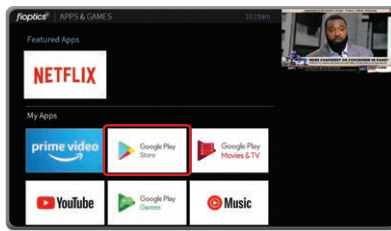
3. Search for your favorite apps and press OK to open
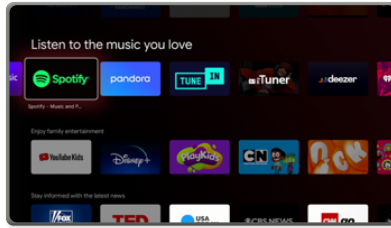
4. Press OK to install on your Fioptics+ set top box
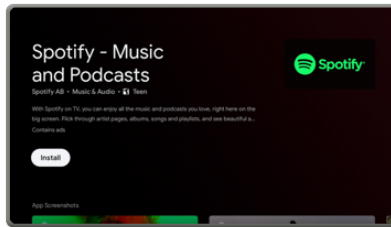
5. Once downloaded, you can open and sign in or set up an account
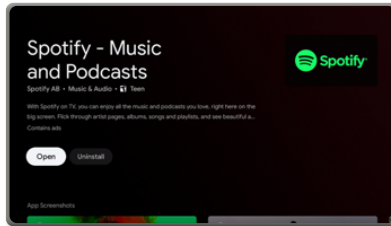
6. You will now see your new apps in the Apps and Games menu
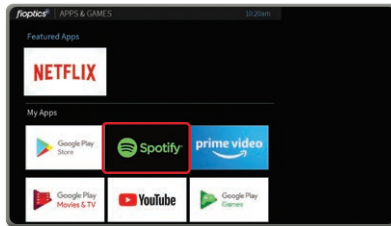
Parental Controls
How to access Parental Controls

Press the TiVo button on the remote control. Then scroll left to Menu and press the OK button. Scroll down to Parental Controls and press the OK button to enter the Parental Controls options.
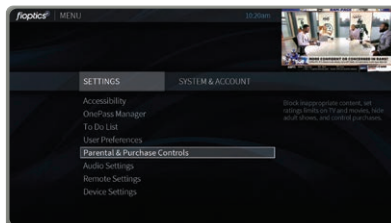
By default, the Parental Controls are set to Off. To enable them, highlight Parental Controls and press the OK button.

You will be prompted to create a 4-digit PIN. Enter the PIN and remember to write it down and keep it in a safe place.

After entering the PIN you will be asked to confirm it by re-entering it.

Upon re-entering the PIN, the Parental Controls will now display On-Unlocked. Also, Change PIN and Disable Parental Controls will be added to the option list.
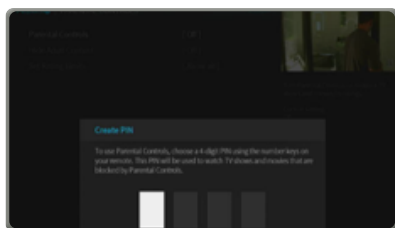
Hide and Unhide Adult Content

This setting simply hides the title and description of any content with adult ratings.

The settings are Hide Adult Content and Don't Hide.
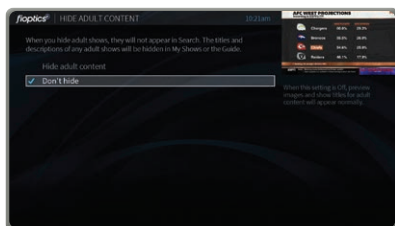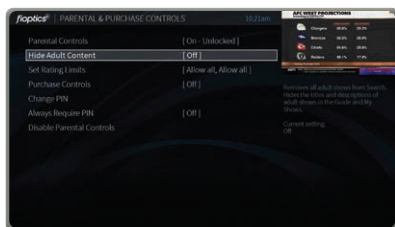
Set Rating Limits

Allows you to set limits on what type of content can be watched based on its content rating. There are four settings:

- Highest allowed movie rating
  AO – Allow all, NC17, R, PG13, PG, G, Block All

- Unrated TV Shows
  Allow All, Block All

- Unrated Movies
  Allow All, Block All
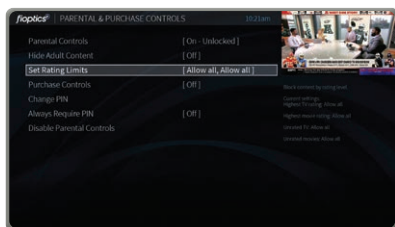
Purchase Controls

You can set a PIN to control purchases by selecting Purchase Controls. When you do, you are given two options:

- Require a PIN to purchase
- Allow purchases without a PIN

If you select Require a PIN to purchase and have not set a Purchase PIN yet, you will be prompted to enter a 4-digit PIN. After entering the 4th digit, you will be required to re-enter the PIN to confirm it.
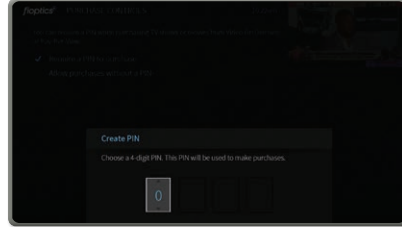
Change PIN

If you need to change your PIN, select this option. You will be asked first to enter your current PIN. Next, you will enter the new PIN, and finally, you will be asked to re-enter the new PIN to confirm it.
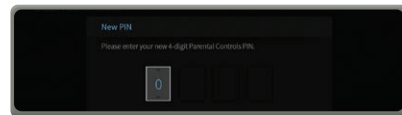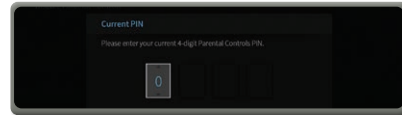
Disable Parental Controls

Use this to completely and permanently disable Parental Controls. When this option is selected, you will be required to enter your PIN. After entering the PIN, all controls will be disabled.

Subtitles and Accessibility
How to enable and disable subtitles while watching live TV or My Shows

Enable/Disable Subtitles
While viewing a live TV event or viewing a recording, press the "i" button on the remote control. This will bring up the information bar. Using the directional arrow keys, navigate all the way to the right and highlight Turn Subtitles & CC ON. Press the OK button.
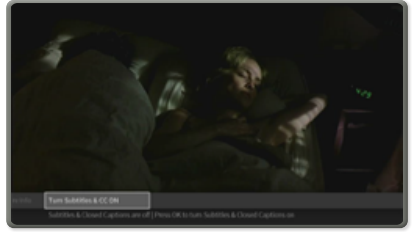
The menu screen will disappear and the subtitles (if available) will begin displaying in a second or two.

How to change subtitle or closed captioning language
If you press the "i" again, you will be able to navigate all the way right and find Change Subtitle & CC Language. Press OK to select this option.

If available, you will have the option to change the subtitle language to whatever languages are available for that particular program.
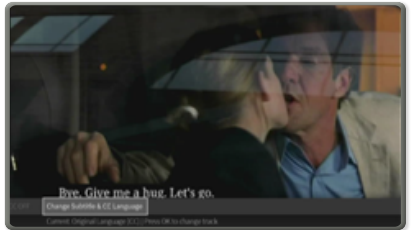
Mini Guide
Never Miss A Thing
While you're watching video, press UP on your remote to reveal the mini guide. Use the mini guide to see what's upcoming on the selected channel, and to browse and switch to other channels.
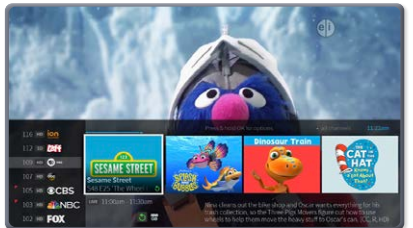
Favorite Channels
Skip The Surfing
To jump to one of your favorite channels while watching TV, press PAUSE to bring up the TrickPlay controls, then press DOWN to bring up your favorite channels.

Universal Search
When you search or browse for movies or individual episodes of a series, your results include videos available to stream from your selected video apps like Netflix and Prime Video — no need to switch to a different input.* You can launch directly into an episode without the need to search in the app menu.

*Subscription to apps like Netflix and Prime Video are not included in Fioptics+, and would require a separate subscription.

Jump Channels
Jump Channels are channels in your guide that allow you to launch your favorite content where it is. You can launch apps like Netflix, Prime Video, HBO MAX and more. Or launch the Fioptics+ Video On Demand library to find great free and PPV content.
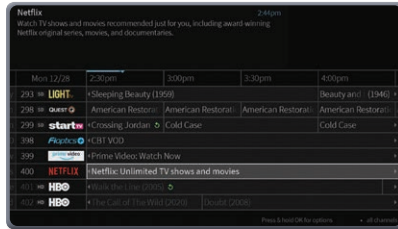
Fioptics+ Streaming App
Download the Fioptics+ streaming app to your popular devices (Firestick, Apple TV 4K, Android TV, Apple and Android mobile devices). Access and manage your Cloud DVR recordings, content and more.

QUICK TIP
Scan this code with your smartphone's camera app for Fioptics+ self-help tutorials and more.

THE TIVO REMOTE CONTROL

1 The TiVo button takes you to the Home screen.

2 POWER button turns the TV on or off.

3 INPUT selects the input for your TV.

4 BACK goes back to the previous screen.

5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press DOWN to see Continue Watching and Favorite Channels panels.

6 VOLUME and MUTE control the volume on your TV or A/V receiver.

7 Press and release the Google Assistant button to talk to Google.

8 REPLAY repeats the last eight seconds of the show. Press and hold to jump to the beginning of a show.

9 Use the THUMBS UP and THUMBS DOWN to confirm certain commands, as instructed on screen.

10 Press and hold A, B, and C for accessibility options. Additionally, the letter buttons have various functions depending on what you're doing. Look for on-screen tips.

11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.

Microphone   **1**   Activity light

12 LIVE TV takes you to live TV.

13 "i" shows the Info banner while watching a show. Press and hold for accessibility options.

14 Use EXIT to go to full-screen video on Home screen and to close certain apps.

15 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.

16 GUIDE takes you to the on-screen program guide.

17 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide. (Cloud DVR required)

18 Use the TrickPlay buttons (REWIND, FAST-FORWARD, STOP, PAUSE, and PLAY) to control video.

19 ADVANCE moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press to jump to the next tick mark when fast-forwarding or rewinding.

20 ON DEMAND jumps to the On Demand catalog.

21 The NETFLIX button launches the Netflix app.

22 ENTER/LAST returns to the last channel viewed.

Fire TV REMOTE CONTROL

Microphone

1 POWER button turns the TV on or off.

2 VOICE SEARCH/ ALEXA
Does not integrate with Fioptics+ Search.

3 BACK goes back to previous menues one screen at a time.

4 Use the TrickPlay buttons (REWIND 20 seconds, FAST-FORWARD 20 seconds, PLAY, PAUSE).

5 VOLUME and MUTE control volume when programmed.

6 NAVIGATION Navigate around menus and guides.

7 SELECT press and hold for player options.

8 HOME

9 MENU

DIRECTIONAL NAVIGATION TIPS while watching TV/Video

SELECT UP brings up Mini Guide.

SELECT DOWN brings up show information screen/CC menu.

SELECT LEFT to skp back 10 seconds; Hold to rewind.

SELECT RIGHT to skip foward 10 seconds; Hold to fast-forward.

SECONDARY CONTROLS
While fast-forwarding or rewinding controls are on screen, SELECT DOWN to bring up Recently Watched and Favorites

ANDROID TV REMOTE CONTROL

Remote image used for reference only. Button placement and images may differ from TV manufacturer to manufacturer.

1. POWER button turns the TV on or off.

2. COLOR BUTTONS (Red/Green/Yellow/Blue) Shortcut keys for interactive functions.

3. MENU brings up Fioptics+ Home Screen.

4. BACK brings up Fioptics+ menu when viewing Video/TV. Backs out one scrren at a time.

5. VOLUME and MUTE control the volume on TV.

6. Use the TrickPlay buttons (REWIND/FAST-FORWARD Rewinds/Advances accordingly at 1x, 2x, and 3x speeds, PLAY cycles between pause and play, press STOP to go to Live TV).

7. Access to NETFLIX.

8. Access to YouTube.

9. INPUT selects the video source.

10. NAVIGATION Navigate around menus and guides.

11. Select 'OK' Button to select highlighted option.

12. HOME Returns to Fire TV Home Screen.

13. GOOGLE ASSISTANT Voice Search *does not integrate with Fioptics+ Search.*

14. Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.

15. Access to Prime Video.

16. Access to Google Play.

DIRECTIONAL NAVIGATION TIPS while Watching TV/Video

SELECT UP displays Mini Guide.

SELECT DOWN displays show information screen/CC menu.

SELECT LEFT displays fast-forward/rewind controls.

SELECT RIGHT displays fast-forward/rewind controls.

OK BUTTON displays fast-forward/rewind controls.

SECONDARY CONTROLS
While fast-forward/rewind controls are on screen, SELECT DOWN to bring up Recently Watched and Favorites.

APPLE TV REMOTE CONTROL

Microphone

1 MENU brings up Home Screen while whatching Video /TV. Backs out of menu screens one screen at a time.

2 SIRI
Does not integrate with Fioptics+ Search.

3 PLAY/PAUSE Pauses and plays video.

4 NAVIGATION Navigate around menus and guides.

5 HOME Returns to AppleTV Home Screen.

6 VOLUME controls volume when programmed.

DIRECTIONAL NAVIGATION TIPS while watching TV/Video

SWIPE UP displays Mini Guide.

SWIPE DOWN displays show information screen/CC menu.

SWIPE LEFT displays fast-forward/rewind controls.

SWIPE RIGHT displays fast-forward/ rewind controls.

HARD PRESS displays fast-forward/rewind controls.

SECONDARY CONTROLS
While fast-forward/rewind controls are displayed, SWIPE DOWN to bring up Recently Watched and Favorites.

FIOPTICS INTERNET

Superior Internet performance. With Fioptics Internet, you get lightning-fast download speeds from 100 Mbps up to 2 Gbps, plus we offer symmetrical download and upload speeds up to 1 Gbps. And, enhance your home's Internet experience with the following valuable services:

PREMIER
Evolve your Internet.

Premier from altafiber includes everything you need to evolve your Internet. Its features include: Internet Security, Password Manager, Network Security, and Parental Controls for PCs, smartphones, and tablets. We'll also send professionals to assess your home and provide solutions that ensure the best whole home Wi-Fi experience. Ongoing protection and repair is covered to keep the network within your home working at optimal performance. Expert support is standing by 24/7 to help you stay connected with all of your smart devices. Without Premier, everything else is just Internet. Visit *altafiber. com/premier* to learn more.

Wireless Home Networking

Connect any Wi-Fi enabled device (iPad, smartphone, laptop, etc) automatically, without any additional equipment needed. For device support assistance, visit
https://altafiber.com/help-center/device-setup
» Basic technical support
» No equipment to buy
» Lifetime warranty
» Future proof. We will replace equipment before it becomes obsolete

Need assistance? Call technical support at **513.565.9890.**

Internet Gateway / Modem Self Installation

If you are setting up a gateway / modem provided by altafiber, please follow the instructions provided with your equipment.

Set Up Email

If you have chosen a free altafiber email account, please follow these instructions to activate:

1. Go to *https://email.altafiber.com*
2. Select **Activate New Email Address**
3. Enter your new Email Address and Account Number, select **Next**
4. Follow the steps for adding the new email address
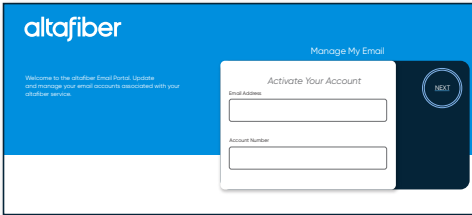
To add up to 4 additional email addresses or change your password:

1. Login to your altafiber email account by visiting *https://email.altafiber.com*
2. Under your primary email address, select the (+) sign to add an additional email address
3. Follow the instructions to add an additional email address
4. To change your password, simply follow the instructions
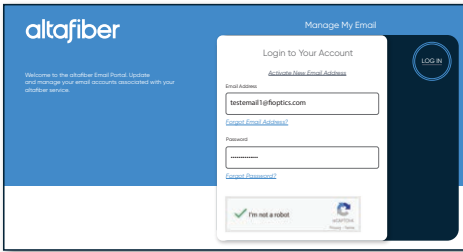
System Requirements

Currently, we support the following:

» Web browsers: Internet Explorer 6.0+, Firefox 1.5+ and Safari
» Operating systems: Windows 2000, XP, 7, 10 or Vista, and Mac OS X
» Processor: minimum Intel Pentium 600MHz
» Available hard-drive space: 320MB

While other browsers and operating systems should work with our network, altafiber does not provide technical support for them at this time.

QUICK TIP
Need Help? Scan this QR Code to visit our support page.

29
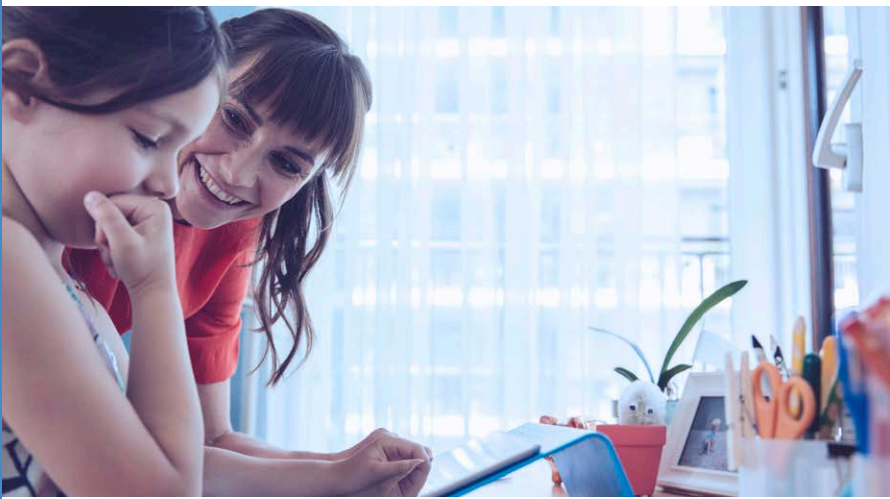
Maximize Your Internet Speed

Wired versus Wireless Internet Speeds

A wired connection is always going to provide faster speeds. Because your Internet is physically attached to your device, there is a direct connection to your Internet signal. Try to match each device with its ideal connection. Use wired connections for devices such as PCs, laptops, media players and gaming consoles. Mobile devices and tablets are well-suited for Wi-Fi. altafiber can only guarantee speeds to your gateway.

Check All Devices

Multiple devices divvy up your bandwidth like a pie. The more devices being used at one time, the more your Wi-Fi speed is divided. Additionally, some devices can't support higher speeds, which slows down the others. To see what speeds a device can support, check the owner's manual or perform a web search using its model number.

How To Test Your Internet Speed

For best results, test your speed using a wired connection.

You received an Ethernet cable along with your altafiber gateway
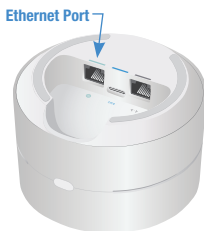
Ethernet Port

To test your speed, insert one end of the cable into the Ethernet port on your gateway

Connect the other end of the cable your laptop or desktop computer, follow the speed test instructions on our speed test page: ***speedtest.altafiber.com***

Please note that actual speeds may vary based on limitations of the your computer network, inside wiring, devices, use of TV video on demand, network congestion, and location compared to altafiber network facilities.

Slow Wi-Fi Speeds

There are many things that can slow down Wi-Fi. Wireless gateway placement, physical barriers such as walls and appliances, and the number of connected devices will all impact your Wi-Fi speed. The further the signal has to travel, or the more it has to go through and around, the slower your speed will be.

Materials which can interfere with the Wi-Fi in your home

Low   Medium   High

Wood	Synthetic Material	Glass	Water	Bricks	Marble	Plaster	Concrete	Metal

Factors which can interfere with the Wi-Fi in your home

Age of Device   Microwave Oven   Cordless Phone   Neighboring Networks

Distance from wireless gateway
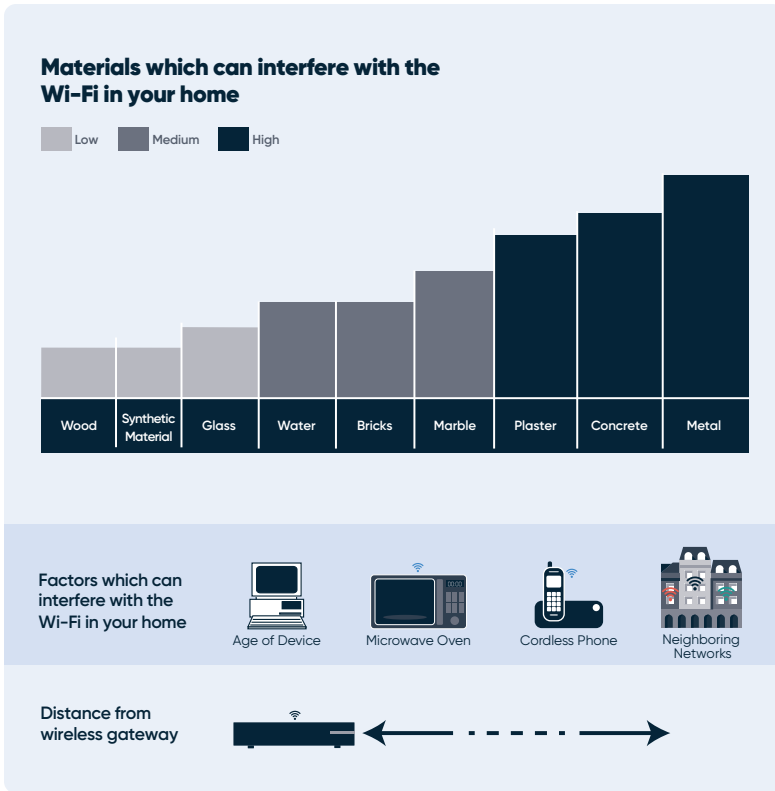
Keep Devices Clean

Run regular virus scans to keep your devices clean. Close browser windows, delete cookies, and turn off devices you aren't using. Deleting cookies is fast and easy, and easy to learn via a quick web search.

QUICK TIP

If your neighbors can access your Wi-Fi, they are using your speed too. Secure and password-protect your Wi-Fi signal.

CONNECTED HOME & OFFICE

To purchase the latest smart home devices, visit our Retail stores, conveniently located throughout Greater Cincinnati. altafiber customers can pay for purchases over time, 0% interest, in 3, 6, 12, 18 or 24 month installments. For store locations, please see page 35.

SONOS

One

Blends great sound with a great voice assistant for hands free control of your music and more. Connect wirelessly with other Sonos Home Sound System speakers to play music throughout your home.

Five

Five fills a large room with pure, brilliant sound and a deep bass that packs a punch. Plug in any device you desire. Streams over Wi-Fi, so the music never stops – even if you get a phone call. Connect Sonos to an Amazon Echo, Google Home, or Sonos One; then simply request the music you love.

Beam (Gen. 2)

Compact soundbar for your TV. Plays music, TV, movies, and more. Exceptional dialogue clarity with Speech Enhancement.

Sub (Gen. 3)

Dramatically add deeper bass to any Sonos speaker. With zero cabinet buzz or rattle, you can place anywhere.

Arc

Bring all your entertainment to life with the brilliantly realistic sound of Arc, featuring Dolby Atmos. Enjoy control with your remote, the app, your voice, and Apple AirPlay 2.

Items shown are subject to availability, and may change over time.

![G] **Nest**

Nest Doorbell
Replaces your existing wired doorbell, provides person, motion and sound alerts. 4:3 head-to-toe HD video and bright, crisp images, even at night. 24/7 streaming and continuous video recording.

Nest Thermostat
Save 10-12% on heating and 15% on cooling.* Nest learns the temperatures you like and programs itself. Automatically turns itself down when nobody's home to help save energy.

*Savings based on information found at https://nest.com/thermostat/realsavings

Nest Cam with Floodlight, wired
Voice-activated floodlight with built-in intelligent alerts that can tell the difference between people, vehicles, and animals. Adjust brightness, sensitivity, and how long the light stays on. Home & Away Routines give you the option of automatically turning your camera off when you're home, so no video is streamed or recorded until you leave.

Nest Cam Battery
The battery-powered Nest Cam works anywhere you need it, from the living room to the backyard. If there's a power outage, Nest Cam can automatically store up to one hour of recorded events in its local memory. When things are up and running again, you'll be able to see exactly what happened.

Nest x Yale lock
Nest and Yale partner to bring you a high tech and secure lock. Lock and unlock with a passcode or via the Nest app. Set passcodes, schedules and more. Works with Nest Secure.

Items shown are subject to availability, and may change over time.
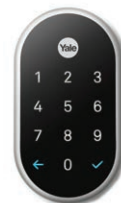
iPad Air (Gen. 4)
iPad Air lets you immerse yourself in whatever you're reading, watching, or creating. The 10.9-inch Liquid Retina display features advanced technologies like True Tone, P3 wide color, and an antireflective coating. Its M1 chip and 8-core CPU makes iPad Air a creative and mobile gaming powerhouse. Multitask smoothly, play graphics-intensive games and enjoy creativity apps with ease.

Air Pods
With plenty of talk and listen time, voice-activated Siri access, and an available wireless charging case, AirPods deliver an incredible wireless headphone experience. Simply take them out and they're ready to use with all your devices. Put them in your ears and they connect immediately, immersing you in rich, high-quality sound, just like magic.

Apple TV 4K
For true-to-life picture and sound, look no further than Apple TV 4K with Dolby Vision to elevate your entertainment to its most vivid. Enjoy programming from apps like Amazon Prime Video, Netflix, Disney+, HBO Max, and ESPN3 — and critically acclaimed Apple Originals from Apple TV+.

GoPro
HERO10 Black shoots 5.3K video with double the frame rate, 23MP photos, enhanced low-light performance and game-changing HyperSmooth 4.0 video stabilization in all modes. HERO10 is cloud connected—so the moment you charge it, your footage is automatically uploaded to the cloud.

Items shown are subject to availability, and may change over time.

QUICK TIP
Add your Smart Home purchases to your altafiber bill, with equal monthly payments and 0% interest over 3, 6, 12, 18 or 24 months! Visit our stores for details.

amazon echo

Echo Show 10

10.1" HD screen that's designed to move with you, video calls, recipes, and shows are always in view. The speakers deliver premium, directional sound. Set up compatible smart home products without a separate hub. Ask Alexa to show you security cameras, control lights, and adjust thermostats. Ask Alexa to play your favorite shows, music, and podcasts from Prime Video, Netflix, Amazon Music, Spotify, and more. Built with multiple layers of privacy controls, including a mic/camera off button and a built-in camera shutter.

Echo Show 15

15.6" Full HD (1080p) smart display and 5 MP camera. Use Alexa-powered widgets to keep the family on track with shared calendars, personal sticky notes, to-do lists, shopping lists, and assigned reminders. Add your most-used smart devices to the home screen for quick access, and see all compatible devices together on one dashboard. Family members can create personal profiles and use visual ID and voice ID to see their specific appointments, reminders, recently played music, and more. Built with multiple layers of privacy controls, including a mic/camera off button and a built-in camera shutter.

DJI
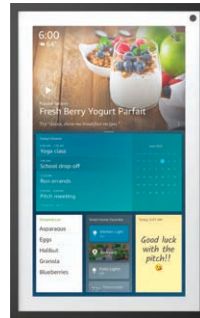
DJI Mini 3 Pro

Lightweight, foldable and compact design makes the Mini 3 Pro easy to carry on any adventure. Capture images in remarkable detail with 4K/60fps video and 48MP photos. The advanced camera system supports dual native ISO and f/1.7 aperture for high-quality imagery, night and day. Up to 34 minutes flight time, directional obstacle sensing and APAS 4.0. DJI Mini 3 Pro offers an extensive range of intelligent features including FocusTrack, True Vertical Shooting, MasterShots, Timelapse, QuickTransfer, and more.

All these products, plus more from brands including

arlo   tp-link | kasa smart

CONNECTED HOME & OFFICE – Smarter, safer and more efficient

VOICE

Stay connected with our voice service and get all the features you could want.
When it comes to award-winning customer satisfaction and the most experienced local technicians, there's no provider like altafiber.

Make Calls

Local	Dial the 7- or 10-digit telephone number
Long Distance	Dial 1 + area code + 7-digit telephone number
International	Dial 011 + country code + telephone number
Operator Assistance	Domestic: Dial 0, International: Dial 00
	Please note that charges may be assessed on a per-use basis and are dependent on the services provided. Airtime costs after the call has been connected will be billed separately.
Directory Assistance	Dial 411
	Charges will be assessed on a per-use basis.
Emergency	Dial 911

Voicemail

Set up your voicemail

1. Dial the access number:
   Greater Cincinnati (OH and IN): **513.554.1234**
   Greater Cincinnati (KY): **859.392.1234**
   Greater Dayton, Middletown and Springfield: **937.619.1234**
2. Enter your 10-digit telephone number
3. Enter your temporary password, 123456
4. Listen to the New Subscriber Tutorial, an automated lesson in setting up your mailbox

Access your voicemail

1. Dial *966 or *11
2. Enter your password and press #

If you have purchased altafiber's Per-Line Privacy feature, dial *82 plus the access number to release your number to the voicemail system.

Voicemail main menu

» To listen to new messages, press 1
» To listen to saved messages, press 1
» To change your greetings, press 3

QUICK TIP
You'll know that you have new voicemail messages when you pick up the phone and hear a stutter dial tone instead of a solid dial tone.

Calling Services

Anonymous Call Rejection	Block all incoming calls marked as Private or Anonymous. To activate: *77. To deactivate: *87.
Anywhere Call Forwarding	Remotely forward calls to any phone. To activate and deactivate, call 513-421-7869. Enter your 10-digit phone number and password (temporary password is the last 4 digits of your order number), and follow prompts.
Call Block	Block unwanted calls from phone numbers you select. To activate: *60. To deactivate: *60.
Call Forwarding	Forward all incoming calls to the local or long-distance number of choice, designating a new number each time you forward your calls. To activate: *72, listen for dial tone, dial desired forwarded number and listen for 2 short beeps. To deactivate: *73.
Call Waiting	Put a caller on hold to answer an incoming call. Press the receiver to put the first call on hold and take the second call. To activate (one-time only): *70.
Caller ID	The caller's name and number will appear on your Caller ID unit, which is available from altafiber or wherever you buy phone equipment.
Distinctive Ring	Identify preselected callers with a distinctive ring or call-waiting tone. » altafiber will assign you new telephone numbers. You decide how you want to use them. » Notify callers of your new telephone numbers. » Have a friend call so you can recognize the new ring for that number.
Priority Call	Select up to six telephone numbers from which incoming calls will cause the phone to ring in a special way. To activate: *61.
Repeat Dial	Automatically redial a number for up to 30 minutes until the call gets through. To activate: *66.
Speed Calling	Quickly call friends and family. Press *75 and enter a 2-digit code (20-49) after hearing the dial tone. Then dial the complete number that you wish to assign. To use, dial the 2-digit code you assigned followed by #.
Reveal	Stops calls marked unidentified by Caller ID before they reach you and asks callers to input their phone number.
Three-Way Calling	Talk to two different parties at the same time.

QUICK TIP
For assistance, call Technical Support at **513.565.9890**.

ACCOUNT SUPPORT

We are your hometown provider, dedicated to serving your entertainment and technology needs. We live, work and play in your neighborhood, and are here to answer any questions you may have. We have a variety of features to make your services easy to manage.

Online

Visit altafiber.com/support to find out more information on all your services. Check out the top questions on TV, Internet and Home Phone and ask any questions you might have about your new services.

eBill

eBill is our convenient paperless billing solution that makes paying your altafiber bill simple and hassle-free. And best of all—it's FREE.
» Eliminate paper bills and trips to the mailbox
» Receive a courtesy email when your bill is available
» Access to up to 18 months of past bills online
» View your account online at your convenience, 24/7

Autopay

Autopay is the simple, secure and worry-free way to pay your bill every month. Choose which checking account you want to use and indicate the due date on your statement, and on that day your bill will be paid automatically!

» No checks to write   » No late payments
» No stamps to buy   » No trips to the post office

My altafiber App

Free online access is available round-the-clock, which makes reviewing your account information or making changes fast, secure and easy. Plus, you'll find a wealth of support information and online tours to guide you. To sign up, go online to *altafiber.com* and click on **My altafiber.**

» Pay bills   » Find your closest store
» Ask questions   » Receive special offers

GET IT ON Google Play   Download on the App Store

Wire Care

Wire Care covers repairs on qualified inside phone wiring, protecting you from potentially costly repairs to wiring and jacks in your home.

Terms & Conditions

To view our Terms and Conditions, please visit *https://www.altafiber.com/about-us/policies/service-terms-and-conditions*, or scan the QR code with your smartphone.

TROUBLESHOOTING, TIPS AND ADVICE

We are here to help and want you to be completely satisfied with your service. If you have questions or need more information, please visit us at altafiber.com/support, via SMS at **513.301.2093** or call us at **513.565.9890**.

Think you may be involved in an outage? Visit **altafiber.com/outage-search** to check status for your address.

The two most common issues we hear is **"no video picture on the TV screen" and "my Wi-Fi has no Internet connection."**

» Make sure that your TV and set-top box are both powered on, and that your remote is set to the appropriate input source using your input button. ✱

» Ensure that the cables are connected correctly and hand-tighten any loose connections. Tune to a favorite channel included in your package to verify your setup is working.

» Make sure your Internet gateway has power to it. ⏻

» Try doing a hard reboot of your Internet gateway. Unplug the power cord, wait 30 seconds, and then plug the power cord back in. Wait 2-5 minutes for the Internet indicator to turn on. 🌍

Keep this information handy if you need to contact us:

Equipment Locations	Input
DVR Box _____	_____
HD Box 1 _____	_____
HD Box 2 _____	_____
HD Box 3 _____	_____
HD Box 4 _____	_____
Gateway _____	_____

ONT: ☐ inside   ☐ outside

FREQUENTLY ASKED QUESTIONS

What if I am not receiving the HD-quality picture I expected? Refer to the Interactive Program Guide (IPG) to determine if the program is broadcast in HD. If there are black bars to the right and left of the picture, in most instances your broadcaster is not transmitting in full HD. If you would like to have your picture fill the entire screen, refer to your TV manual for details.

What do I do if I am getting poor reception or the picture on the TV screen is distorted? To experience better picture quality, reboot your set-top box and turn off any unused boxes. Also, make sure that the set-top box is connected directly to the cable outlet. Reconnect and hand-tighten any loose cables. Ensure that the WAN port on your primary box is securely connected to the LAN port on your gateway with an Ethernet cable.

What do I do if my IPG is frozen? Reset your set-top box. Unplug the box, wait a few seconds, then plug it back in. Please note, it may take a few minutes for the software to update and the IPG to become operational again.

What if I have no picture or sound on my set-top box? First verify that the set-top box and TV are both powered on - press the POWER button on the actual set-top box and television instead of using the remote. Also, for no sound, make sure (mute icon) is not pressed, and try turning up volume. Check that your TV is set to the correct input by pressing the INPUT or SOURCE button on your TV to cycle through all available inputs. In some cases, a reboot of your set-top box can resolve the issue. To manually reboot your set top box, simply disconnect the power cord from the back of the box. Wait at least 30 seconds and then reconnect the power. The box should begin to initialize automatically - if it does not, press the POWER button on the set-top box. The box may take 2-3 minutes to fully power on and load the interface on your television. If your set top box doesn't restart automatically within a few minutes, press the POWER button on the device. If you still have no picture or sound, contact Technical Support at 513.565.9890.

NOTE: When you remove the power cable from the set-top box, guide data may be temporarily lost. It may take up to 30 minutes for the Program Guide to completely download the program listings. Disconnecting the power will not erase scheduled DVR recordings but will interrupt any recordings occurring at that time.

How do I know if I have the correct cables plugged into the set-top box? Make sure that when you are plugging in the cable, you pay very close attention to the pages in this guide that show you graphics of where the cables go. Your set-top box will require the cables are properly inserted.

How do I program my Titan 2056 remote control to other devices such as (TV, DVD Player, Etc.)? Visit https://www.urcsupport.com/cincinnati-bell-fioptics. Instructions for setting up the remote to other devices are listed here.

What does the "account is locked" error message mean? Your email is currently being accessed. Double check to make sure that no one else or no other program is trying to check the same email account at the same time. Please note: you might see this error message if you leave your email running at home and then try to check your email from another location. If you are certain that no other program or person is trying to check your email, then shut down your email and leave it off for at least 15 minutes before trying again. If you still receive the same error message after rebooting, please contact altafiber's customer service department.

Why can I load some web pages but not others? Typically, this means that the server hosting the web page you're trying to access may be down or that the web page has moved. Verify that you have the correct URL. Alternately, the web page you're trying to access may be too busy. Wait a few minutes then reload the web page.

What is Buried Wire? At some homes, our network wiring is not present. Buried wire is required when there is an obstruction between our network wiring and the home, such as a sidewalk, street, driveway, etc. When connection can be made without crossing a barrier, the altafiber Technician can lay a temporary wire (typically over grass or dirt), and later buried by our Buried Wire team. See page 42 for more information.

YOUR INSTALLATION

Technician Name_____

Installation Date_____

☐ All televisions and remotes are set up and working

☐ I provided printed copies of your channel lineup and remote instructions

I demonstrated the following product features and functionality:

FIOPTICS+ TV

☐ Channel Guide, Menus and Settings

☐ DVR or Whole Home DVR: how to set up a recording or series of recordings

☐ Parental Controls: how to set password; how to block/unblock a program

☐ Favorites: set up and access

☐ Video On Demand: how to access and view tutorial videos; how to order programming

FIOPTICS INTERNET

☐ Internet confirmed working by launching browser window and connecting

☐ altafiber.net set as home page for ease of account and email access

☐ Email on my device (laptop/pc) set up and working properly (upon request)

☐ Premier Internet services demonstrated

☐ Technician connected Internet compatible devices (per customer request)

☐ Wireless networking working and technician explained username and password

HOME PHONE

☐ Able to make and receive calls

☐ Voicemail: how to check messages and set up greeting

☐ Calling features (including Call Waiting and Caller ID) working properly

☐ Battery Backup explained (if applicable)

☐ Clean-up and trash removal upon install completion

☐ Customer declined demonstration of above service features. Customer Initial Here: _____

_____

Technician Signature

BURIED WIRE INSTALLATION

In certain cases, in order to complete an installation, altafiber must run buried wire. When possible, altafiber will connect your services with a temporary wire above ground, and our Buried Wire Team will visit afterward to bury the line (your presence is not required to for this visit).

Here's an example of temporary wire installation, prior to burying the line:

Buried wire is typically installed 6-12 inches below the surface and a permit may be required. This type of installation is scheduled 15 business days in advance of your installation date, dependent on weather conditions.

We understand this process may seem daunting. Our altafiber team will complete the project, and nothing is required from you. If you have any additional questions regarding buried wire, please contact us via **altafiber.com/support**, or call **513.565.9890**.

Notes _____

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CONTACT US

There are many ways to contact us:

» Call **513.565.9890**

» Send an SMS to **513.301.2093**

» Visit **altafiber.com**

» Scan the **QR Code** using your smartphone or tablet.

» **Visit a retail store.** We have many convenient locations to serve you. Please call ahead or check **altafiber.com**/**stores** for store hours.
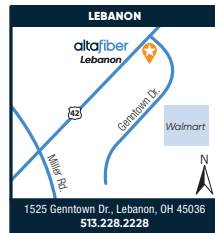
Store Locations

Anderson Twp.
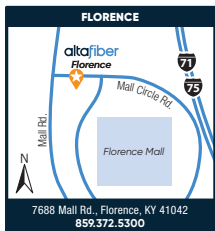7642 Beechmont Ave.
Cincinnati, OH 45255
513.943.4301

Kenwood
7565 Kenwood Rd.
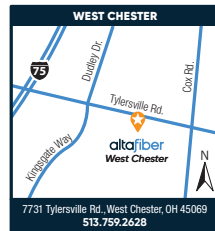Cincinnati, OH 45236
513.936.5700

Dayton, Ohio
230 Webster Street
Dayton, OH 45402
937.610.2562

Lebanon
1525 Genntown Drive
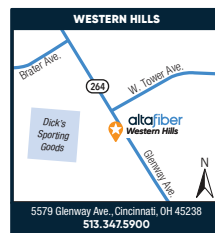Lebanon, OH 45036
513.228.2228

Florence
7688 Mall Road
Florence, KY 41042
859.372.5300

West Chester
7731 Tylersville Rd.
West Chester, OH 45069
513.759.2628

Jungle Jim's
5440 Dixie Hwy. #105
Fairfield, OH 45014
513.858.2030

Western Hills
5579 Glenway Ave.
Cincinnati, OH 45238
513.347.5900