



NEW CUSTOMER
WELCOME KIT

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| Thanks for choosing EPB Fiber Optics



We're Chattanooga's only 100% fiber optic network – delivering the nation's fastest internet, sharpest HD TV and clearest home phone service. Plus, we are the only provider to offer local service and support anytime day or night, every day of the year.

In this kit you'll find all the info you need to start enjoying EPB Fiber Optics. And if you have any questions, local representatives are always standing by at 423-648-1372.

Enjoy!

Manage your fiber optics services with MyEPB

As an EPB Fiber Optics customer, you have access to MyEPB, our online self-service portal, to help you manage your account services.

Here's how to get started:

If you **don't** already manage your electric power account online (or if you don't have an electric power account):

1. Go to epb.com/my-epb
2. Click Register
3. Type in your EPB Fiber Optics account number and CPNI/Account Passcode. You can find your account number on your bill, or call us at 423-648-1372.
4. After completing registration, you'll receive a confirmation email. Click the link inside the email to activate your account.
5. Go back to epb.com/my-epb to login to your new account.

If you **do** already manage your electric power account online:

1. Simply login to your electric power account, epb.com/my-epb.
2. Click My Accounts, click on the "Add Utility Account" link.
3. Type in your EPB Fiber Optics account number and CPNI/Account Passcode. You can find your account number on your bill, or call us at 423-648-1372.
4. Once your EPB Fiber Optics account has been added, click on Account Summary and your fiber optics account will now be in the accounts dropdown.

Once you're logged in to MyEPB, you can take advantage of all the convenient benefits:

- Make online bill payments
- Review your current services
- Manage Fiber Optics services:
 - Check email and voicemail
 - Set your DVR
 - Manage EPB2Go Users
 - Get Anti-virus licenses





INTERNET



Welcome to the World's Fastest Internet

Now that you're connected to the World's Fastest Internet, the sky's the limit. In this kit, you'll find all the info you need to stream shows in HD, power all your devices at once, video chat, game your heart out, or do whatever it is you love to do. With no data caps, contracts, or hidden fees, there's no limit to your enjoyment.

How fast is "fast"? If you plug your computer directly into an Ethernet wall jack, you will experience up to 300 Mbps, 1,000 Mbps, or 10,000 Mbps – depending on which Fi-Speed Internet package you purchased. If you establish a wireless (WiFi) network in your home, these speeds will be slightly diluted – but still faster than any other provider can deliver.

You also get the added benefit of McAfee® LiveSave™ Antivirus Security Software at no additional cost. McAfee® is a user-friendly, award-winning antivirus program that comes with many benefits, like secure cloud storage, parental controls, and True Key™ by Intel Security, and more. We believe this software will help give our customers a safer, more secure online experience. Visit epb.com/home-store/internet/mcafee-livesafe for more information.

If you need any help along the way, call 423-648-1372. We're here in Chattanooga, available to help you 24/7/365.

Enjoy!



| Your New Email

Your internet service includes a brand-new EPB Fiber Optics email account. Your installer will transfer your email contacts to your new account for you, but here are quick and easy steps to do so yourself. And, you can visit mail.epbFi.com to access and manage your email account online.

To transfer your email contacts:

- Log into your existing email account
- Click the “**Address Book**” tab
- Select “**Export**”
- Then select your “**Contacts**”
- Export Contacts as a “**.CSV**” file
- Click the “Save File” button and click “**OK**”
- Save file to your desktop
- Go to “**epb.com**” and sign in to your account
- Click on the **Preferences** tab
- Click **Import/Export** on the left side
- In the **Import** section, click **Choose File** and find the file that was exported from the other mail account
- Click **Import**



| Setting up a Wireless Network

Setting up a wireless (WiFi) network is a great way to share internet among several people living under the same roof, and it's as easy as purchasing a wireless router.

For our 300 Mbps Internet service, we recommend an “**802.11n dual band**” router. These routers allow access to connections from 2.4Ghz up to 5Ghz and range in price from \$80 to \$100 at most electronics retailers.

For our gigabit customers, we highly recommend an “**802.11ac**” router. **Unfortunately there are no wireless routers currently on the market that are capable of delivering a full gigabit of speed, but “ac” routers are the fastest available so far.** They range in price from \$135 to \$250 at most electronics retailers.

For our 10 gigabit customers, we recommend consulting with our tech support team help you find the best 10 Gbps router (NAT or IPv4).

Plug the wireless router into the EPB-installed Ethernet wall outlet using a Cat5e Ethernet cable (included with the router). Then simply follow the instructions provided by the router manufacturer on setting up your own home WiFi network.

Afterwards, run a speed test to check your wireless internet speeds. And feel free to call EPB tech support at 423-648-1372 anytime day or night with questions.





| EPB Smart Network

EPB Smart Network offers enhanced networking services

Our homes are more connected than ever, from smart TVs and thermostats to doorbell cameras and pet feeders. With EPB Smart Network Whole-Home WiFi, you'll have everything you need to seamlessly use your wired and wireless devices, keeping each of them running at optimal speeds at the same time. When you subscribe, EPB expert technicians will set up and install a home networking solution for you, including a gig-speed router, and provide 24/7/365 support when you need it.

- **Wireless router** – capable of handling gig-speed internet
- **WiFi network set up** – expert installation of router for optimal speed and performance, and networking for all your devices – including computers, tablets, smart phones, gaming consoles, wireless printers and more.
- **No-charge return visits** – just call us when you need assistance adding other internet-connected devices to your network
- **EPB email account activation** – we'll set up your email accounts (up to seven) and help you transfer your contacts
- **McAfee® LiveSafe™ software** – installation included for all your compatible devices
- **Complete virus removal services** – should you need this service, you'll pay only \$99.99 per computer, per removal
- **Discounts and additional internet jack installation** – \$29.99 per jack
- **Parental control set up** – we'll help you set up permissions on your internet router and television set top box (if applicable)
- **Unlimited technical support** – available by phone or Web chat anytime day or night

EPB Smart Network

\$9.99/month plus tax

Includes all services listed and a router capable of handling speeds up to 1,000 Mbps.

Common Troubleshooting Tips

Internet not working properly?

These common quick fixes may save you a call to tech support:

- 1** Make sure all appropriate devices (computer and/or router, power strips, etc.) are plugged into a power source and turned “on”.
- 2** Make sure your router is plugged into the Ethernet wall outlet. If you are not using a router, then your computer will need to be directly connected to the Ethernet wall outlet.
- 3** Restart your computer and (if using a wireless network) reboot your wireless router.
- 4** Make sure your firewall software (especially newly installed firewall software) is configured properly and not blocking your Internet access.
- 5** Keep in mind that a wireless network must be secured or others outside of your home can access and use it, which can drain your speed performance. Check your network security settings and enable password protection on your home’s network so that only those authorized can access it.

If these tips don’t fix the problem, call 423-648-1372 anytime day or night for local, award-winning tech support.





TV

Understanding Your New Remote Control

On Demand

Search thousands of Video On Demand movies and shows, change to “list view” and find titles faster

Menu

Locate and control functionality options for Live TV, Recorded TV, On Demand, Apps and Settings

Setup

Program and control your other devices using your EPB remote

Back

Return to previous menu screen

Exit to TV

Return to your TV program

Guide

Scroll through programming schedule and change channels

Last

Instantly return to the previous channel watched



Mode buttons

Program and control several devices with this universal remote

TV/Video

Press this button, then the desired Mode Button to change between various devices plugged into your TV's HDMI ports

Recorded TV

Go directly to your DVR recordings

Go Interactive

Access apps such as our SmartView Guide, community calendar, news and more

OK

Your go-to “enter” button for initiating commands

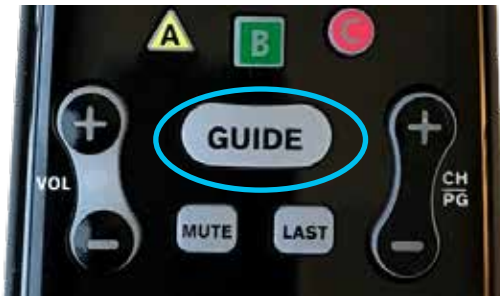
Info

Get expanded information about a particular program listing

Arrow buttons

Move Left (<) and Right (>) to scroll through horizontal menus and Up (^) and Down (v) to scroll through vertical menus. You can also access menu “Peeks”

Common Remote Control Functions



CHANNEL GUIDE

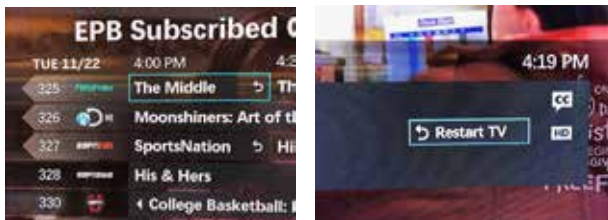
Choose among three different views. The “Grid Guide” shows titles and programs that are on now and coming up next for several channels. Press “Guide” again to see the “On Now” view which shows the current program for several programs along with a picture associated with that program. To change the “Primary Guide Style,” go to “Settings.”

TIMESHIFT

Subscribers of the Ultimate Features Package can rewind or replay programs on up to 25 top networks for up to 24 hours after they air with Timeshift.



Available Timeshift networks are highlighted on the Channel Guide in light grey. You can also look for the reverse arrow icon in the program title field.



To use Timeshift, highlight the desired program and click the “Ok” button. If you would like to restart the current program, simply click the “Ok” button again.



Or, to rewind the program use the “<<” button, and press the stop button when ready.

MENU

Enables you to choose between recommended programming, Recorded TV, On Demand content and Settings.



INFO

Highlight a program from the listing and press "Info" for details.



GO INTERACTIVE

Icon menu with quick access to Community Events, SmartView Guide, On-Screen Caller ID (with Fi Phone service), Local News ticker, EPB Bulletins and the most popular Video on Demand titles.



“Peek” Functions



Use these “shortcuts” to available options with the four directional arrows on the remote control.



Pressing the ‘Up’ arrow key will display the ‘Recent Peek’. The ‘Recent Peek’ will show the user the last five channels they were watching.

Pressing the ‘Left’ arrow key will display the ‘Menu’ peek. This is also the main menu. If the user presses the ‘Menu’ button, the same peek will be displayed



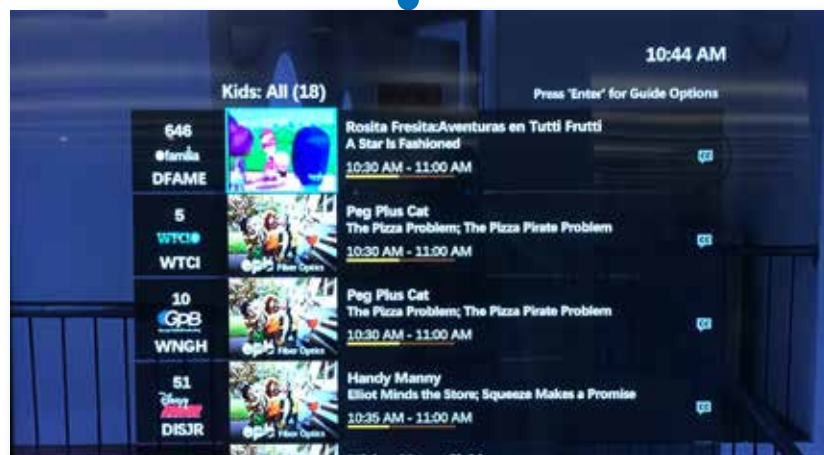
Pressing the ‘Right’ arrow key will show the various viewing options where you can set your favorite channels and turn on features like closed captioning.

Pressing the ‘Down’ arrow will give you a picture-in-picture peek of other channels you are browsing.



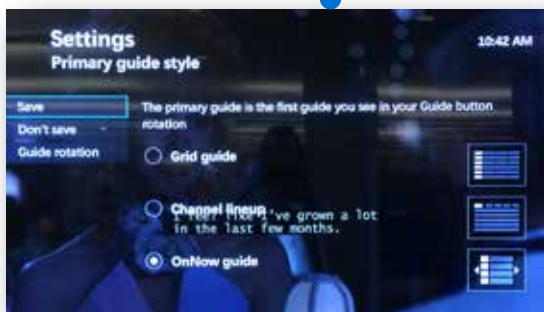
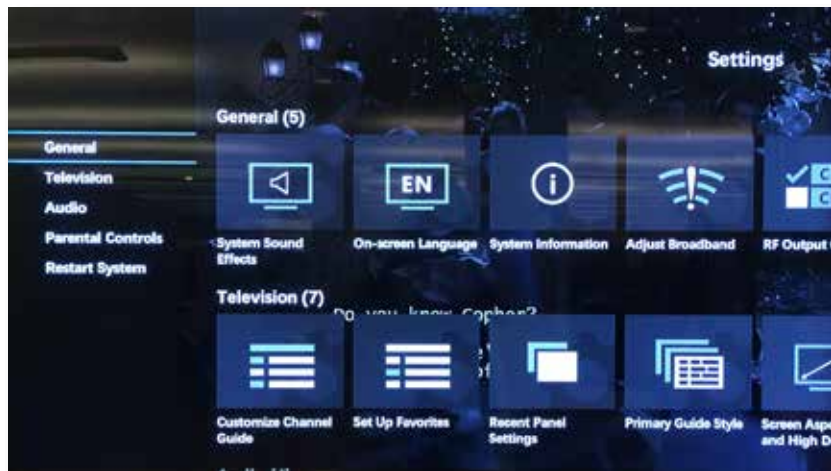
Live TV Filters Convenience

Pressing the right arrow key reveals the “Live TV Filters” option. This feature allows you to quickly search the ‘On Now’ guide for specific content based on the category. You can choose from six main filters (Kids - Movies - Series - Sports - News - Lifestyle). The results show all of the programming currently available to watch within that category.



Settings Menu

When you press “Menu > Settings”, the options are organized in topical rows (or “swim lanes”). Use the **up** and **down** arrows to select the topic you want and then the right and left arrows to navigate the rows. Press “OK” when you’ve found the setting you want to adjust.



Within the Settings menu, you can change your default guide style. It can remain the “On Now” style, or you can change to the “Grid Style”.



Modify the “Last” button functionality by clicking on “Recent Panel Settings”.

Additional Fi TV Select Options & Benefits

SETTING UP YOUR REMOTE TO CONTROL YOUR DEVICES



You can program your Fi TV remote to control devices such as your EPB Set Top Box (STB), TV, DVD (or Blu-Ray) player and one auxiliary device such as an external speaker system.

You can also program the remote's **"Power"** button to turn all of them on and off at the same time. Call our tech support team at 423-648-1372 and they will be happy to walk you through the process of programming your remote.

Once programmed, you can control individual devices with your EPB remote. To switch between individual devices plugged into your TV, press the **"TV/Video"** button and then **select the appropriate device by its input and press "Ok."** Then, to use your EPB remote to control the device, press the corresponding programmed mode button (STB, TV, DVD or AUX) first, then the functions you want the device to perform.

Remember that in order to resume watching Fi TV, you must again press **"TV/Video"** and **choose the input designated for your EPB Set Top Box, press "Ok," then press the "STB"** mode button on your remote control.

DVR

The Digital Video Recorder (DVR) in the Set Top Box enables you to record up to four or six shows in HD (depending on your Features Package) while you watch another show. Store up to 115 hours of HD programming. View your recordings in any room with a Set Top Box, any time — on your schedule.

Press **"Menu," "Recorded TV"** and **"Add Recording"** to schedule a recording from either the program Guide, by title search or manually by channel and time.



Also, you can download our remote DVR mobile app called **"EPB DVR Manager"** from the app store to set recordings when you are away from home.

VIDEO ON DEMAND (VOD)

Binge watchers welcome - EPB Fiber Optics has more than 16,000 titles including entire seasons of your favorite shows and a multitude of hit movies – On Demand.

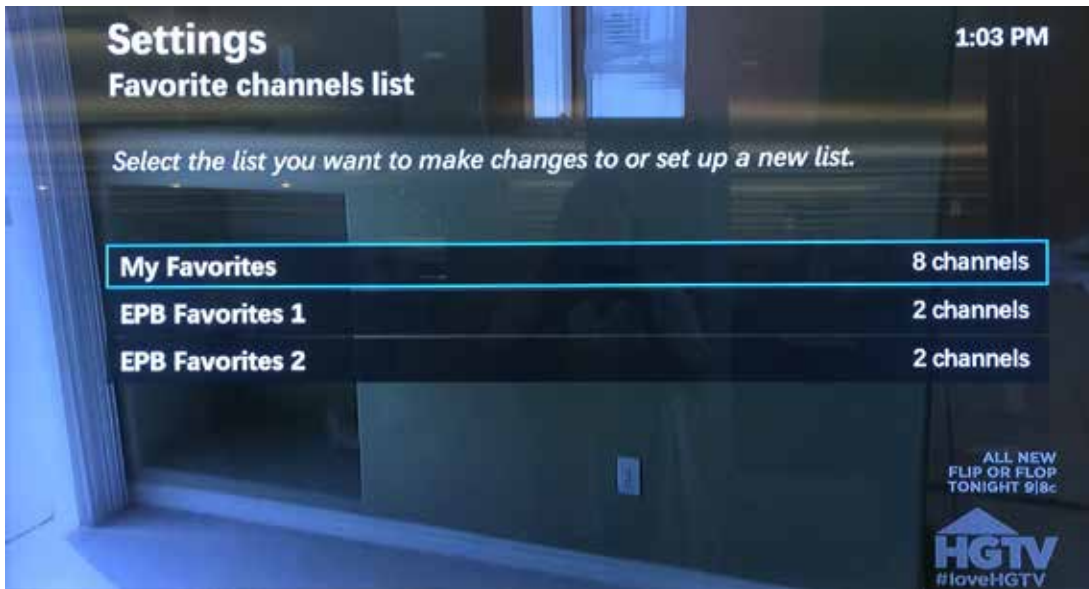
Press **“Menu”** then **“On Demand”** to browse titles or search by name. We recommend changing the menu to **“List View”** to help make finding your favorites easier.



SETTING UP “FAVORITES” CHANNEL LISTS

Put together your own channel guide of “Favorites” by clicking “Menu,” “LIVE TV” and “Favorites.”

Create a list title, click the channels to include and press “Save.” You can edit lists at any time and create up to three different lists.



PARENTAL CONTROLS

Parents have the ability to block access to certain content in your lineup from younger family members. Set parental controls by pressing “Menu,” “Settings” and “Parental Controls.” **Set up a four-digit Personal Identification Number (PIN) and you will be given the opportunity to choose from various channel-blocking options – including certain channels, movies by their rating, rentals and adult content. Press “Lock” to save settings.** After that, viewers can only access controlled content by entering the PIN number.



SmartView Guide

PREVIEW 4 CHANNELS AT ONCE

Preview and choose between four networks on one screen with the SmartView Guide. Press **“Go Interactive”** and choose the SmartView **“SV”** icon. You can then preview any **four channels from your “Favorites”** list on the same screen and switch between them quickly and easily.



How to watch TV outside the home

As a Fi TV Select subscriber, you can take more than 130 of your favorite networks anywhere you go at no additional charge. EPB2Go includes live and On Demand programming from your favorite networks like HBO, STARZ, WatchESPN, ABC and Disney. Stream on any PC, streaming player or mobile device with an internet connection. Visit epb2go.com for a full, updated listing of mobile networks available.

Here's how to get started:

- Go to epb.com/my-epb and select “**Register New User**”, or login if you already have an account. Call us at 423-648-1372 if you need assistance.
- Then go to epb2go.com and click the icon of the network you'd like to watch.
- Use your MyEPB user name and password to login to the network's streaming content. If you're a first time visitor, you'll first need to download the network's mobile app onto your mobile device.
- Start watching your favorite programs anytime, anywhere.

Watch TV anywhere with EPB2Go!


Stream more than 130 Fi TV networks to any mobile device or computer that has an internet connection -- all at no additional charge!

It's easy! Here's how:

| STEP 1 | STEP 2 | STEP 3 |
|---|---|---|
| Click on a network logo and then a desired program. | Choose "EPB Fiber Optics" as your provider. | Follow the instructions to log in* and watch instantly. |


* Using EPB2Go will require you to log in with your MyEPB account information. If you don't have an account, you can create one now by going to our [registration page](#). You may also be required to log in to access the network's content.

Fi TV Bronze Select



Fi TV Silver Select

Bronze Select Tier Plus:



| Common Troubleshooting Tips

Television not working properly?

These common quick fixes may save you a call to tech support:

- 1** First, make sure that all appropriate devices (TV, Set Top Box, DVD, Blu-Ray, speakers, power strips, etc) are plugged into a power source and turned “on.”
- 2** If your remote won’t control the Set Top Box press the “STB” mode button, then the Power button. If that doesn’t work, make sure that nothing is blocking the remote sensor on the front of the Set Top Box and/or that your remote control has good batteries.
- 3** If you’ve tried everything above and your Set Top Box won’t respond to your remote, try restarting your Set Top Box by holding down the “Power” button on the front of your Set Top Box for five seconds and then release.
- 4** To switch between individual devices plugged into your TV, you must press the “TV/Video” button and then select the appropriate device by its input, press “Ok”.
- 5** Then, to use your EPB remote to control a device press the corresponding programmed mode button (STB, TV, DVD or AUX) first.
- 6** Remember that in order to resume watching TV through your Fi TV Set Top Box, you must return your TV to the input setting of the Set Top Box using the “TV/Video” button, then afterward press the “STB” mode button to access Fi TV functionality.

If these tips don’t fix the problem, call 423-648-1372 anytime day or night for local, award-winning tech support.





PHONE



Setting up Fi Phone

Voicemail

- Set Up Voicemail – dial *98, enter your temporary PIN number _____, then follow the prompts to set up your mailbox and create a custom PIN number
- Record Greetings – dial *98 and follow the prompts.
- Listen to Voicemail Messages – from your home phone dial *98 and follow the prompts. From a cell phone or other outside phone, dial your home phone number, press * to skip the greeting and then follow the prompts.
- Caller ID on TV - Fi TV Gold subscribers can set up Caller ID to display on their TV by clicking “Go Interactive,” on their EPB Fi TV remote control and then the “Caller ID” icon.



*Phone not included

| Other Key Features

Call Waiting – to answer an incoming call while on a call, press the “Flash/Talk” button. To temporarily deactivate call waiting for a single call, dial ***70** before dialing the number. To turn off call waiting during an active call, dial ***70** then press “Flash/Talk.”

Speed Dialing – store up to 30 numbers. Dial ***75**, assign a speed dial number (any number between 20-49), then **dial the number** you would like to store, including the area code. To call a speed dial number, press the assigned speed dial number and then **press #**.

Call Forwarding – to send calls to a mobile phone or other number, dial ***72**, enter the forwarding phone number and press **#** to activate. To deactivate, dial ***73#** from your home phone.

Three-Way Calling – bring a third caller into an existing call by pressing “Flash/Talk” (placing the first caller on hold), wait for a dial tone and dial the third caller’s number, then press “Flash/Talk” again for all parties to join the conversation.

Call Transfer – to transfer a caller to another person, press the “Flash/Talk” button, dial the number where the call is being transferred, then hang up.

Anonymous Call Rejection – to activate, pick up the non-ringing phone and dial ***77#**. To deactivate pick up the non-ringing phone and dial ***87#**.

Call Return – to automatically return the last incoming missed call, dial ***69#** from your home phone. To deactivate this option, dial ***89#** from your home phone.

Repeat Dial – to dial a number multiple times in a row, **dial *66# and then the phone number**. After that, just press “Flash/Talk” button to initiate dialing that same number each time. To deactivate redialing that number, press ***86#**.

Call ID Blocking – to block your number from appearing on a caller ID, just press ***67** then the phone number then **#**. You must do this for each outgoing call you wish to use this feature.

Call Trace – to trace a unknown caller press ***57**, then 1, then **#**.

Call Screening – to activate selective call acceptance, press ***64#**. Press ***84#** to deactivate this feature.

Call Blocking – to activate selective call rejection, press ***60#**. Press ***80#** to deactivate this feature.

Use MyEPB to manage your account:

Manage your Fi Phone service from any internet-enabled device. Here’s how:

- - Visit phone.epbFi.com
 - Enter your user name and password
 - Manage your voicemail, see missed calls, search contacts, modify settings & more
- And, a handy “Help” option is also located at the upper right-hand corner of your screen

Fi Phone Quick Keys

| Feature | Activate via phone | Deactivate via Phone | Activate via Web ** | Deactivate via Web ** | Manage via Web ** |
|--|--|------------------------|---------------------|-----------------------|-------------------|
| Anonymous Call Rejection | *77# | *87# | Yes | Yes | |
| Call Forwarding | *72 + phone number to forward to + # | *73# | Yes | Yes | Yes |
| Call Forwarding No Answer | *92# | *93# | Yes | Yes | Yes |
| Call Forwarding Busy | *90# | *91# | Yes | Yes | Yes |
| Call Transfer | Press Flash (or depress receiver) + dial number + Flash to hang up | | | | |
| Call Return | *69# | *89# | | | |
| Repeat Dial | *66# | *86# | | | |
| Call Waiting: Mid-call Cancel | Press Flash (or depress receiver) + *70 + Flash | | | | |
| Call Waiting: Pre-call Cancel | *70# | | | | |
| Call ID Blocking (per call) | *67 + dial number + # | *82# + dial number + # | | | |
| Call Trace | *57 + press 1 to activate trace, + # | | | | |
| Call Screening (selective call acceptance) | *64# | *84# | Yes | Yes | Yes |
| Call Blocking (selective call rejection) | *60# | *80# | Yes | Yes | Yes |
| Find Me Follow Me (Subscription required) | *312# | *313# | Yes | Yes | Yes |
| International Call Blocking | *343# | *353# | Yes | Yes | |
| Directory Assistance Blocking | | | Yes | Yes | |
| Three-Way Calling | Press Flash (or press receiver) + dial number + Flash | | | | |

**You can activate via the Web at phone.epbFi.com

| Customer Care Pledge

The best possible service delivered with the utmost respect. Thank you for ranking us one of America's Top Providers (2015-2019).



24/7 Support - Free Installation

Expert, local customer service with free installation and home service calls.

No Contracts or Surprise Charges

Giving you our best every month including upfront honest pricing.

No Data Caps or Speed Throttling

As much internet as you want, always the same ultra-fast speeds.

Internet Privacy

We never sell your website browsing information or online content.

Open Internet & Net Neutral

Equal internet access for all customers.

Community Commitment

Working to improve quality of life, job growth, and sustainability for the people we serve.



 **Fiber Optics**



423-648-1372 | epb.com