WELCOME TO MCTV

INTERNET / TV / PHONE

MCTV®

We go the extra smile.

WELCOME TO MCTV!

Thank you for being a valued MCTV customer. We appreciate your business as your Internet and TV provider. MCTV goes the extra smile for our customers, for our communities and for each other. Serving more than 55,000 residential and business customers, MCTV adds exceptional service to high-tech communications.

HOW WE BILL

You are billed for your monthly services in advance. Bills are sent out mid-month of each month and payments are due on the first of each month unless otherwise noted on your monthly statement. For example, you will receive a bill for April services in mid-March.

HOW TO PAY

MCTV accepts cash, check, money order and credit or debit cards including Visa, MasterCard and Discover.

We offer several payment options for your convenience:

- **By mail.** Pay with a check or money order. (MCTV is not responsible for cash payments sent via mail.)
- **Online.** Visit MCTVOhio.com, click My Account, and select Pay My Bill to pay by check or credit card. There is a $5 processing fee to pay by credit card.
- **Over the phone.** Pay with a check, credit card or debit card. Processing fees apply.
- **Semi-annual and annual billing.** Please contact us for details.

HOME INTERNET*

With MCTV Internet, you get reliability and service you deserve.

eXcellerate fiber

1000 Mbps Download
500 Mbps Download
200 Mbps Download

HIGH-SPEED INTERNET

300 Mbps Download
100 Mbps Download

WHOLE-HOME WIFI SERVICE*

Get the most out of your High-Speed Internet service and take the frustration out of maintaining a wireless network with Whole-Home WiFi, Powered by Plume®.

Here are a few of the benefits of MCTV Whole-Home WiFi:

- **Whole-home coverage**
- **Professional white glove installation**
- **Advanced security features**
- **You're in control of your WiFi with parental controls, guest access, ad blocking and more**

TV PACKAGES*

Whether you're looking for a no-frills offer or want all the TV extras, we have a package that's right for you and your family. Create an account on watchTVeverywhere.com, FREE with an MCTV cable subscription, to enjoy your favorite shows anywhere and anytime.

LIFELINE

Includes the basic broadcast favorites such as ABC, NBC, FOX, PBS and more.

BASIC

Includes all Lifeline channels plus family favorites such as ESPN, Disney Channel, Hallmark and HGTV. This robust channel lineup will entertain the whole family.

HOME PHONE*

Want a reliable, crystal-clear Home Phone service? Switch your Home Phone service to MCTV and save! There's no new equipment to buy, no contracts and in most cases, you can keep your current phone number.

Here are a few of the benefits of MCTV Local + Long Distance Home Phone:

- **Unlimited calling within your area code**
- **3,000 minutes/month of long distance calling**
- **Competitive rates for international calling**
- **15 calling features included at no additional charge**

2025 PRICES

HOME HIGH-SPEED INTERNET*

Excellerate fiber

1000 Mbps ..... $84.95/mo.
500 Mbps ..... $74.95/mo.
200 Mbps ..... $59.95/mo.

High-Speed Internet

300 Mbps ..... $74.95/mo.
100 Mbps ..... $59.95/mo.

WiFi

Whole-Home WiFi Service* ..... $10.95/mo.

HOME TV*

Equipment may be required for some packages & features. Pricing may vary depending on service area.

Lifeline ..... $67.95 /mo.
Basic ..... $115.95/mo.

HOME PHONE*

Local + Long Distance ..... $38.95/mo.
3000 long distance minutes and 14 free calling features

INSTALLATION & SERVICE FEES

Standard Installation* $50.00
Service Call $50.00
Field Collection Fee $25.00
Non-Pay Reconnection / Restart Fee $25.00
Returned Check Fee ..... up to $45.00

*All Internet speeds are maximum speeds. Not all Internet speeds available in all service areas. Your speeds may vary depending on the site visited or time of day. Upload speeds may vary. MCTV Internet service is required in order to have MCTV WiFi service. Price for WiFi does not include Internet service. Standard installation in wired, serviceable areas only. Unlimited Local Phone service has additional features available for an added cost. Pricing may vary based on area of service. TV packages may vary based on area of service.

HOW TO REACH US

740-628-0366

PHONE HOURS

Monday - Saturday: 8 a.m. - 10 p.m.
Sunday: noon - 9 p.m.

MAILING ADDRESS

P.O. Box 1000
Massillon, OH 44648-1000

MCTVOhio.com

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