



Buckeye CableSystem Product Information



Buckeye CableSystem

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The only true bundle.

We are delighted to tell you how you can get Buckeye CableSystem's popular services at the lowest price. We've packaged our **V**ideo, **I**nternet and **P**hone services and created bundled savings. We call these **VIP bundles**. And you won't find better local service or better savings with a satellite dish or the phone company.

VIP bundles give you the combination of services you want with savings you'll love. There's a bundle for every budget!

Give us a call and start saving today. We're confident you'll see why so many people have become Buckeye CableSystem VIP customers.



Buckeye CableSystem®

Visit our website at buckeyecablesystem.com/vip for additional information.

Bundle and SAVE!

vip bundle choices

	STANDARD SERVICE	DIGITAL CONVERTER	DIGITAL REMOTE	DIGITAL BASIC PAK	DIGITAL MUSIC	SUPERCANNELS PAK	INFORMATION & SPORTS PAK	VARIETY PAK	MOVIE PAK	HBO	CINEMAX	STARZ	SHOWTIME	THE MOVIE CHANNEL	BUCKEYE EXPRESS 5 Mbps*	BUCKEYE EXPRESS 15 Mbps*	BUCKEYE PHONE GROUND**	BUCKEYE PHONE ESSENTIAL	BUCKEYE PHONE PREMIUM	MONTHLY BUNDLED PRICE	ANNUAL SAVINGS***
VIP DIGITAL ULTRA PREMIUM	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$181.99	\$989.76
VIP DIGITAL ULTRA ESSENTIAL	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$171.99	\$965.76
VIP DIGITAL PLATINUM PREMIUM	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$138.49	\$600.36
VIP DIGITAL PLATINUM ESSENTIAL	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$128.49	\$576.36
VIP DIGITAL ESSENTIAL	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$118.49	\$388.68
VIP DIGITAL GROUND	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$108.49	\$254.28
VIP STANDARD GROUND	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	\$103.99	\$227.88

Erie County pricing and bundles are different from the chart above. Additional VIP bundles available with varying video, Internet and phone service levels. *Buckeye Express 25, 35, 60 and 110 Mbps available for an additional monthly subscription fee. 110 Mbps not available in all areas. Speed not guaranteed as networking, wiring and devices can impact performance. **Includes Caller ID in VIP Standard Ground Bundle. ***Annual savings as compared to a la carte rates. Applicable taxes and franchise fees are not included in the prices shown. Bundled pricing is subject to possible annual rate increases. VIP bundles are not available in all areas. Some restrictions may apply. While this document has attempted to include the most recent and accurate information as of the print date, it is subject to change without notice. 3/1/12

Video



Buckeye Digital

It won't take you long to discover why *Life really is better* with Buckeye Digital cable. By subscribing to Buckeye Digital you get more choices, more control and more convenience, which delivers more value than you ever thought possible. We're not just talking about channels.

More Choices!

With **Buckeye Digital** cable, you get the choice to watch thousands of movies and programs anytime you want with **Buckeye VOD (Video On Demand)**, the power to control live TV with **Buckeye DVR (Digital Video Recorder)** and vivid color and clarity with **Buckeye HD (High-Definition)**.

Features, Features, Features!

Our digital cable service also provides tons of useful features like the sleek Interactive program guide interface, program searching, Mini Guide, parental controls, pay-per-view, video on demand, digital music and so much more!

There's nothing like Buckeye CableSystem

Serving our customers is our number one priority. That means providing you with the support you need to get the most out of your digital cable TV service. Our digital service is backed by a 30-day money-back guarantee and 24-hour local customer service. If you ever have a problem or a question regarding your service, we want to hear from you – anytime!

Just read on to learn more about Buckeye Digital cable – the ultimate experience in home entertainment.



Buckeye VOD (Video On Demand)

Buckeye VOD gives you the ability to order hit movies, new releases and events with the touch of a button, and that's not all! Buckeye VOD adds VCR functionality to your digital cable TV service! You now have the ability to pause, rewind, fast-forward, stop, and play without the hassle of rewinding tapes or driving to the video store. To access Buckeye VOD's main menu, press "CHANNEL 1" on your digital remote.

Movies On Demand – Now with HD choices

No more trips to the video store, no waiting for the mailman and no more late fees. The latest blockbuster movies are available when you're ready to watch. You'll find that many new releases are available in high-definition, the same day as the DVD release and 28 days before Netflix and Redbox.

Free On Demand

Many of your favorite channels are offering their popular shows on Buckeye VOD. There's something for everyone! Sports, kids, music, TV entertainment, news – from your favorite channels like: *USA, TNT, CNN, Food Network, BCSN, Sprout, Nick Jr., NFL Network* and much, much more.

On The House Movies

Buckeye VOD now offers hundreds of hours of FREE VOD movies. Comedies, Thrillers, Drama...it's totally FREE and On The House to all our Buckeye Digital customers. To get there press "CHANNEL 1" and select "On The House Movies." Enjoy!



How to order a movie on VOD:

- Press "CHANNEL 1" on your digital remote.
- Scroll to "MOVIES" and press "SELECT" on the remote.
- As before, scroll and select a category. When you find a title you wish to watch, highlight your choice and press "SELECT" on your remote to make your purchase.
- Your choice will start automatically.

Digital service is required to receive Buckeye VOD.

Visit buckeyecablesystem.com/vod to learn more about Buckeye VOD.

Buckeye HD (High-Definition)

Every HD video picture contains nearly ten times the information of today's television images. The amount of picture detail is astonishing, the color is dynamic, and the sound is amazing! Your entertainment experience will never be the same.



By choosing Buckeye HD you will get the high-definition service your TV needs, plus, the best any HD service has to offer. That's because you're not only getting the best HD channels available, you are getting the best customer service and support in the area.

Buckeye's HD Lineup

Offering customers quality high-definition choices is Buckeye CableSystem's priority. With an expanding HD channel lineup and a wide selection of VOD in HD titles, your high-definition viewpoint just got a lot bigger...and clearer.

Locals in HD

Unlike satellite, Buckeye CableSystem's high-definition service includes local broadcast networks like *ABC, CBS, NBC, PBS* - there's no need for an off-air antenna.

Sports in HD

You're in the right place if you like sports. Buckeye HD offers a wide range of Sports HD choices like: *ESPN HD, ESPN2 HD, ESPNU HD, MLB HD, NFL Network HD, RedZone HD, Golf Channel HD, Versus HD* and *Outdoor Channel HD*. Plus, Buckeye HD gives you additional regional sports action with *SportsTime Ohio HD, Big 10 HD, FS Detroit HD* and *FS Ohio HD* - something the satellite companies just won't do. You can enjoy watching MLB Baseball like Detroit Tigers, Cleveland Indians or Cincinnati Reds or NBA Basketball teams like Detroit Pistons or Cleveland Cavaliers. And don't forget about the NHL with coverage of the Detroit Red Wings.

Visit buckeyecablesystem.com/lineup for a complete listing of Buckeye CableSystem's HD lineup in your area or refer to the channel guide in your Welcome Packet.

Digital Video Recorder

You'll never miss another minute of LIVE television ever again. Now you can pause LIVE TV, tend to other business, then pick right back up as if you'd never left.

Come home to your own personal library of television programs, movies, and sports that you can watch whenever it's convenient for you. It's TV for your schedule. Buckeye DVR digitally records, stores, and plays back your favorite programs – so you never have to miss your favorite shows again!

- Store up to 90 hours of standard-definition programming.
- Store up to 20 hours of high-definition programming.
- Record your favorite shows – choose one episode or an entire season, record two shows at the same time, build a library of recorded shows – all without videotapes or a VCR.
- Record two shows simultaneously.
- Experience the all-new interactive programming guide.
- Watch recorded shows whenever you want – you can even view one show while recording another.
- Create your own digital library.
- Protect your family with Parental Controls – you decide and control what's being recorded.
- No expensive equipment to buy – Buckeye DVR Service is already built in when you choose the option of a Digital or HD DVR-enabled set-top box. Unlike satellite, there's no extra equipment to buy.



Visit buckeyecablesystem.com/dvr for more information. A DVR User Guide is available for download.

Additional Digital Services

Premium Services

Buckeye Digital expands your viewing options with multiple screens of premium channel programming. Enjoy 8 screens of HBO, 9 screens of Cinemax, 4 screens of The Movie Channel, 15 screens of Showtime and 14 screens of Starz/Encore. All multiplexed screens are included as part of the regular monthly subscription rate.

Pay-Per-View

Enjoy movies, WWE, championship boxing, concerts and major sports packages, including the cable exclusive ESPN GamePlan, MLS Direct Kick and MLB Extra Innings.

Digital Music

Enjoy continuous, commercial-free music 24 hours a day. Connect it to your stereo, or enjoy it through your television. Either way, you'll love this exciting feature of Buckeye Digital.

i-Guide - Interactive Programming Guide

It's intuitive, intelligent and inspiring. It unlocks a world of greater choice, convenience and control as you watch television.

With i-Guide you'll enjoy:

- A sleek, new design
- A convenient, time-saving Quick Menu
- A friendlier display with a full 90 minutes of programming listings
- Enhanced searching
- Increased speed
- Order Buckeye VOD with the press of a button
- And Mini Guide, a whole new way to watch TV and surf at the same time

Visit i-guide.tv for more information about your new programming guide.



Frequently Asked Digital Questions

How do I program my remote?

Your remote should have come with a set of instructions. If not, visit <http://www.urcsupport.com>. All you need is the model number located on the remote.


How do I set up a series recording using Buckeye DVR?

Buckeye DVR lets you record multiple episodes of a program according to your preferences. You can set the DVR to record only new (first run) episodes, first run episodes and repeats, or all episodes. After selecting a program, press "INFO" on the remote, highlight and select "RECORD" icon on the screen. Then choose the "create a series recording" to view series recording options. To access advanced series setup features like adding minutes to the start and end times and specifying which channels to record, select the "SETUP" icon to review all options. Your series recordings will appear in your "My Recordings" list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default.

How many HD channels does Buckeye CableSystem offer?

Visit <http://buckeyecablesystem.com/HDTV> for a complete, updated list of our HD channels or consult the channel guide in your Welcome Packet.

How do I set up Parental Controls?

- Select "MENU" on the remote control.
- Scroll to the main menu option .
- Scroll to select "SETUP" from the menu choices.
- Select "LOCKS SETUP" from the setup choices.
- Scroll down to select "PARENTAL CONTROL" from the menu choices.

At this time you may be prompted to enter a four-digit parental code if you haven't already created one. (Note: the purchase code and parental code should be the same code.)

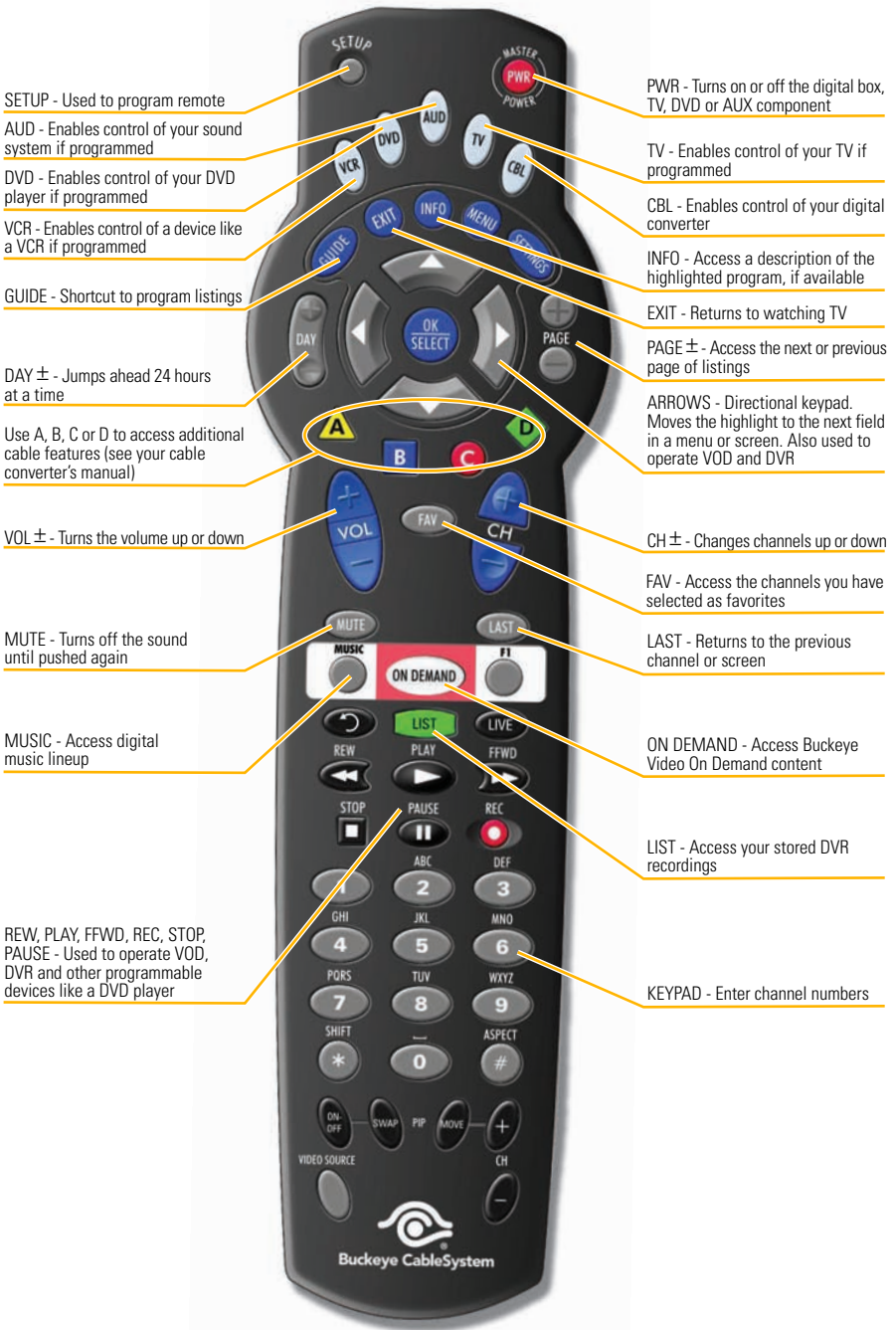
- Enter your four-digit code in the capsule where it says "PLEASE ENTER YOUR 4-DIGIT LOCKS PIN." You may block programming by "rating" through MOVIE RATING LOCKS, TV RATING LOCKS, ADULT TITLES and CHANNEL NUMBERS. Navigate through the rating options by using your directional pad and pressing "OK/SELECT" to lock or unlock programs by "rating." Navigate through the channel numbers by using your directional keypad and press "OK/SELECT" to lock a specific channel.
- Hit the "EXIT" button on your remote to return to normal TV viewing.

RESULT: You will be prompted to enter your parental/purchase code before confirming a blocked program, channel, pay-per-view or VOD purchase. If you have problems setting your parental control, please call for assistance.

NOTE: Locking CHANNEL 1 will not prevent purchasing VOD content. Call for details.

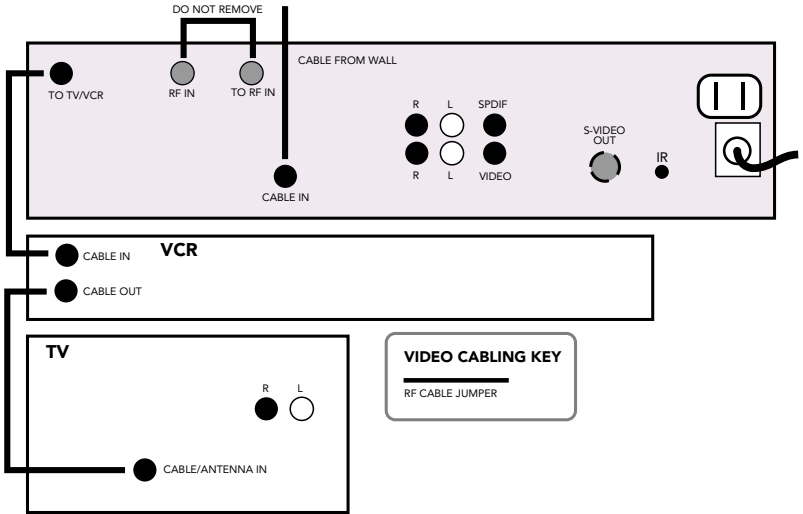
Visit buckeyecablesystem.com for more information regarding Buckeye Digital service.

Digital Remote

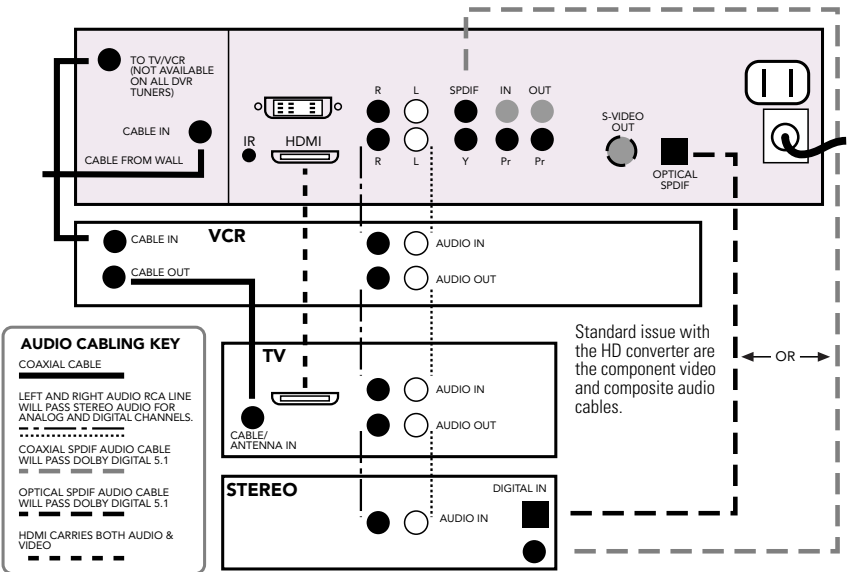


Cable Box Connections

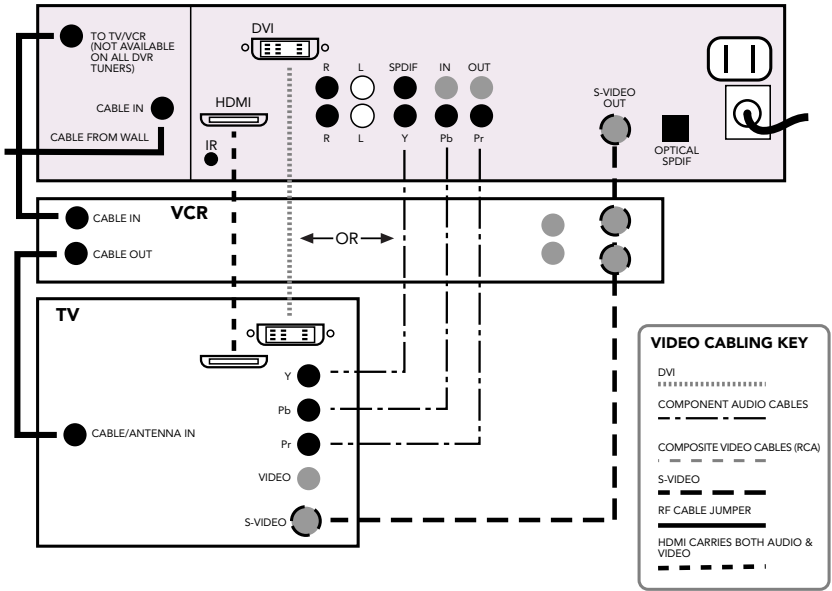
DIGITAL TUNER WITH VCR



POSSIBLE HD/DVR TUNER AUDIO CONNECTIONS



POSSIBLE HD/DVR TUNER VIDEO CONNECTIONS



One set of component and composite cables are issued along with the HD Tuner.

Customers have the option to purchase other types of video and audio cables.

The component cable provides HD quality video to the TV from the converter.

RF Output not available on Motorola 6412.

The composite cable provides audio to the TV from the Tuner.

Internet



Buckeye Express High-Speed Internet

With Buckeye Express High-Speed Internet service, you have the area's #1 high-speed Internet connection. Our network allows for some of the fastest Internet speeds with download speeds up to 110 Mbps!

It's perfect for gaming, extensive downloading and the demands of a home office. Our pricing plans include free use of wireless locations, security safeguards, newsgroup access, large file transfer, Photo Album, dial-up access, home networking and more! And by using buckeyecablesystem.net as your home page, Buckeye Express customers have convenient access to the best of the "local" Web, Google search, email, discounts on premium services and much more.

With Buckeye Express you'll never be charged a monthly modem fee and with select speed plans, you'll get in-home WiFi.

Buckeye Express High-Speed Internet service is leading the way with a variety of options, speeds and pricing plans to fit your needs:

DOWNLOAD / UPLOAD	FREE USE WIRELESS LOCATIONS	SECURITY SAFEGUARDS	POP-UP BLOCKER	NEWSGROUP ACCESS	PERSONAL WEB SPACE	LARGE FILE TRANSFER	HOME NETWORKING	PHOTO ALBUM	DIAL-UP ACCESS	FREE IN-HOME SECURITY SUITE	AVAILABLE IN-HOME WIFI	EMAIL STORAGE (MB)	AVAILABLE EMAIL ADDRESSES
60 Mbps / 3 Mbps	●	●	●	●	●	●	●	●	●	●	●	500	15
35 Mbps / 2 Mbps	●	●	●	●	●	●	●	●	●	●	●	500	15
25 Mbps / 1.5 Mbps	●	●	●	●	●	●	●	●	●	●	●	500	15
15 Mbps / 1 Mbps	●	●	●	●	●	●	●	●	●	●	●	100	12
5 Mbps / 1 Mbps	●	●	●								●	50	10

* Buckeye Express service is an additional \$10.00 per month for customers without Buckeye CableSystem cable TV service or Buckeye Phone service. For Buckeye Express prices, log on to buckeyecablesystem.com/express.

** ZoneAlarm Internet Security Suite is free for 60 days, \$1.99 /mo. thereafter. Not available for Macintosh.

Frequently Asked Internet Questions

Membership Services FAQ:

How do I log in for the first time?

Log in to Membership Services, <https://myaccount.buckeye-express.com>, and enter your username and password (if you are an email user, this may be the same as your email log in).

What if I can not remember my username or password?

Click on the "Click Here" link at the bottom of Membership Services, and we will email your username and password to the account owner or you may call us at 419-724-FAST.

What are the levels and functions of Membership Services?

There are three levels of access to the new Membership Services. The levels are Owner, Admin, and User. From the Owner account you can modify the role of a User and Admin. From the Admin and Owner account you can allow the use of the features such as Photo Album, email or Large File Transfer.

FUNCTIONS	OWNER	ADMIN	USER
Add new Admin account	X		
Add new User account	X	X	
Change Owner password	X		
Change Admin password	X	X	
Change User password	X	X	X
Change level of account	X		
Activate feature	X		
Enable features for account	X	X	
Delete Admin account	X		
Delete User account	X		

Will a User and Admin have their own Photo Album, email and Large File Transfer account?

Each owner, admin and user can contribute and share Photo Album and the Large File Transfer account. Each owner, admin and user can have access to their own individual email account.

How do I set up a new email account?

Log in to Membership Services, <https://myaccount.buckeye-express.com>, and enter your username and password then click on "Manage Users" at the top, then click on the button "Add New User." Complete the required fields then click "Add Username." Under "Allowed Features," check the appropriate boxes and then click on "Update Username."

How do I change my email password?

Log in to Membership Services, <https://myaccount.buckeye-express.com>, and enter your username and then click on "Manage Users" at the top, then click on the email address you wish to modify. Update the fields "Password and

Verify Password.” Remember that the password has to be 6 -15 characters in length and MUST contain at least one number and three letters. You also have the option of removing email addresses and changing your primary email address.

How can I check the speed of my Internet connection?

Visit <http://speedtest.buckeye-express.com/speedtest.html> to check your speed.

How do I stop spam?

You will not be able to stop 100% of the spam. You can control spam filter options at <http://mail.buckeye-express.com>. Log in using your username and password then click on the “Spam” folder. To administer your spam settings, click on the “Options” (left) and then click “SpamShield Pro” to add email addresses or domains to block senders. To adjust the sensitivity of your spam filter, enter 0.5 – 5.0 (most to least sensitive). For spam messages that should not be filtered, simply checkmark the box next to the message and at the top you will see a drop down menu (SpamShield ProActions...) and select “Approve senders and move to Inbox.”

How do I use my Personal Web space?

Log in to Membership Services, <https://myaccount.buckeye-express.com>, and enter your username and password then click on “Manage Users” at the top, then click on the Owner email address. Under the “Features” section, click on the “Activate” link. Once you make your decision to enable your Personal Web Space and complete information in the appropriate requested fields, click the “Submit” button. You will need a program that creates Web pages (.html or .htm files) to create your website. Once completed, you will need an FTP (File Transfer Protocol) program to move the Web pages from your computer up to the server. Your Web space comes with a temporary site pre-loaded until you upload your Web pages. Please read the pre-loaded Web page carefully before you activate your Web space, as it has further instructions and restrictions on what can be uploaded.

How do I use my Buckeye Photo Album?

Log in to Membership Services, <https://myaccount.buckeye-express.com>, enter your username and password then click the email address you wish to modify then the link to “activate” Photo Album. Follow the instructions on how to upload pictures and modify the features.

How do I use Large File Transfer?

Log in to Membership Services, <https://myaccount.buckeye-express.com>, and enter your username and password then click on the email address you wish to use “Large File Transfer.” Follow the link in the LFT activation page, which will direct you to the log-in page to start using the application. It is labeled “Click here to use large file transfer service.” The URL for Large File Transfer is: <https://lft.buckeye-express.com>. Then Log in to the LFT application with

your Membership Services username and password to upload files. Click the link at the top to "Upload new files." A screen will follow with 5 fields to type the path and filename, or you can click "browse" to search for the files. The option is available to enter comments about the files, and the subscriber must type in a password. When these fields are filled in, click "upload" to complete the LFT. You will receive a confirmation page when the upload is complete that provides the URL that you can give to the people who wish to download the file. The format for the URL is:

<https://lft.buckeye-express.com/download.cfm/###> (the number at the end will vary for each file). This file will be available for 24 hours and you will be able to retrieve this URL again by clicking on the "View Activity" option.

Visit buckeyecablesystem.com/express to learn more about Buckeye Express High-Speed Internet service.



Phone



Buckeye Phone Service

Now you can get connected to friends near and far anytime, anywhere in the continental United States – and beyond – with unlimited local calling and options for calling to Canada and unlimited domestic long distance.

As a Buckeye CableSystem customer, you can bundle Buckeye Phone with your other services and save on your phone bill! You'll have the convenience of one bill, one payment and one number to call. Plus, you'll enjoy the same local service and quality you've come to appreciate from Buckeye CableSystem.

Choose from three Buckeye Phone calling packages that include many popular FREE features such as Call Waiting, Caller ID, Call Forwarding and Voicemail. You can add the features that speak to your specific needs.





Premium

PACKAGE AS LOW AS

\$39.95 Plus taxes and surcharges.

Unlimited Local Calls

Unlimited Domestic Long
Distance and Calls to Canada

FREE Features:

Caller ID with Name
Call Waiting ID
Do Not Disturb
Call Privacy – *67
Repeat Dialing
Automatic Call Back
Three-Way Calling
Speed Dial 8
Inside Wire Maintenance
Voicemail
Call Forwarding

Essential

PACKAGE AS LOW AS

\$29.95 Plus taxes and surcharges.

Unlimited Local Calls with Expanded
Local Calling Area

Domestic Long Distance and Calls to
Canada: 150 mins. included, \$0.04 per
min. thereafter

FREE Features:

Caller ID with Name
Call Waiting ID
Do Not Disturb
Call Privacy – *67
Repeat Dialing
Automatic Call Back
Three-Way Calling
Speed Dial 8
Inside Wire Maintenance

Ground

PACKAGE AS LOW AS

\$13.75 Plus taxes and surcharges.

Unlimited Local Calls with
Expanded Local Calling Area

Domestic Long Distance:
\$0.06 per min. or choose your own provider

FREE Features:

Call Privacy – *67
Inside Wire Maintenance

Please visit buckeyecablesystem.com/buckeyephone for more information regarding Buckeye Phone service and features.

Please visit buckeyecablesystem.com/buckeyephone for current rates and surcharges.

Buckeye Phone Service is a residential service offered for reasonable personal, non-commercial and lawful use only. Any other use may result in discontinuance of service. Reasonable is up to 5,000 minutes per month of local and 2,500 minutes per month of domestic long distance (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). Use of unlimited long distance for commercial, data/computer connections and mass-solicitations (ex-auto dialing/faxing) is prohibited and will result in suspension/termination of service.

While this document has attempted to include the most recent and accurate information as of the date of publication, it is subject to change without notice.

Frequently Asked Buckeye Phone Questions

Who is eligible for Buckeye Phone Service?

Anyone living in a Buckeye CableSystem serviceable area in Michigan or Ohio.

Can I keep my number if I move?

You will be able to keep the same number if you are moving within the same county and the location is served by Buckeye CableSystem. If you are moving outside your current county, you have several options:

A. Get a new number and have your old number sent to a "this number has been disconnected" message for a maximum of 3 months.

B. Get a new number and have your old number forwarded to your new number. The forwarding is called "relocation ring" and is \$4.75 per month.

C. Purchase Movers Voicemail and tailor a message all callers will hear. With this service, you will never miss another call.

Can I get more than one (1) line with Buckeye Phone Service?

Yes.

Do I need a computer or to subscribe to Buckeye Express High-Speed Internet in order to subscribe to Buckeye Phone Service?

No.

Can I surf the Internet with my Buckeye Express cable modem and talk on my phone at the same time?

Yes, and you will not see any decrease in Internet surfing speed.

Can I choose my own long distance carrier?

It depends on the package you selected. Long distance options are included in our top two packages. The Premium package includes unlimited local calls and unlimited Local Toll, In-state and State to State domestic long distance* calls in the continental United States and Canada (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). The Essential package includes unlimited local calls and up to 150 minutes (\$0.04 per min. thereafter) Local Toll, In-state and State to State domestic long distance* calls in the continental United States and Canada. If you do not want the 150 free minutes, you may request your own long distance carrier (however, price remains the same). Our Ground package allows you to get Buckeye Phone long distance at the low rate of \$0.06 per minute; or you may choose your own carrier.

Does Buckeye CableSystem offer calling cards and personal 800 toll-free numbers? What are the rates?

Yes, but you must request these services. There are no monthly charges, other than usage. Please call 1-800-866-3260 to request a card or visit our website for rate information.

Will my phone number be in the local phonebook or be available to people through Directory Assistance?

Yes, unless you request not to be listed in the local phonebook or not to be included in Directory Assistance.

Will my Buckeye Phone work if my power goes out?

Yes. Unlike other telephone companies, Buckeye Phone Service has a battery backup that enables your phone line to continue working several hours after a power outage. However, if you have phones that require power, such as cordless phones, the phones will not work during a power outage.

How is Buckeye Phone Service billed?

Charges for your Buckeye Phone Service will appear on your monthly Buckeye CableSystem bill. You can also view your bill online. Visit buckeyecablesystem.com/buckeyephone.

What taxes or additional charges will appear on my bill?

In general, our additional charges are about the same as or a little less than traditional phone companies. Buckeye CableSystem charges all required federal, state, county and city/local taxes. Depending on the package selected, taxes will be about \$3 to \$6 per month, plus additional surcharges. Please visit our website for the most current line charges and other costs. Some customers who have calling cards or personal 800 toll-free numbers may pay slightly more.

How can I prevent anyone in my home from placing calls to a 900 number?

As a Buckeye Phone customer, you have the right to request a 900 number block on your telephone line. This block prevents anyone from calling a 900 number from your phone line. This block can be removed at your request.

Do I need to dial all 10 digits of the phone number for my local calls? Do I need to dial "1" before the 10-digit phone number?

Yes, Ohio and Michigan customers need to dial all 10 digits for all calls within their local calling areas. However, there are no more toll charges for these local calls, and no more dialing "1" before the 10-digit phone number.

What are some of the cities in your expanded local calling area?

For customers in Ohio, our expanded local calling area includes most of the 419 area code, as well as Erie, Temperance and Lambertville, Michigan. For customers in Michigan, our local calling area includes Erie, Lambertville, Lost Peninsula, North Sylvania, Temperance, Blissfield, Ida, and Petersburg, Michigan; plus Curtice-Oregon, Holland, Maumee, Perrysburg, Richfield-Berkey, Stony Ridge, Sylvania, Toledo, Waterville, Moline, Swanton, Whitehouse, Woodville, Genoa, Delta, Elmore, Metamora, Grand Rapids, Haskins / Totogany and Luckey, Ohio.

24/7 Call Center:

NW Ohio/SE Michigan: 419.724.9800

SE Michigan Toll Free: 800.866.3260

Erie County: 419.627.0800

Lobby locations:

Exchange equipment or make payments.

Southwyck Lobby - 5566 Southwyck Blvd., Toledo, OH 43614

Mon - Sat: 8am - 7pm

Sun: 12pm - 5pm

DeVeaux Lobby - 2600 W. Sylvania Ave., Toledo, OH 43613

Mon - Sat: 8am - 7pm

Sun: 12pm - 5pm

Navarre Lobby - 3021 Navarre Ave., Oregon, OH 43618 -- inside computerXTREME

Mon - Sat: 8am - 7pm

Sun: 12pm - 5pm

Erie County Lobby - 409 E. Market St., Sandusky, OH 44870

Lobby and Drive-up open Mon - Sat: 8am - 6pm

Additional Payment Options:

Online:

- Visit buckeyecablesystem.com (click on "Company" and then select "View and/or Pay Your Bill").

NW Ohio:

- AJ's Carry Out - 868 E. Broadway St., Toledo, OH
- Broadway Food Mart - 1503 Broadway St., Toledo, OH
- Holland Carry Out - 1601 Angola Rd., Toledo, OH
- Island Variety - 722 Dearborn Ave., Toledo, OH
- Southwyck curbside deposit - 5566 Southwyck Blvd., Toledo, OH
- Toledo Urban Federal Credit Union - 1339 Dorr St., Toledo, OH

SE Michigan:

- Flick's - 3320 Sterns Rd., Lambertville, MI

Erie County:

- Erie County deposit adjacent to the office - 409 E. Market St., Sandusky, OH
- Huron Discount Drug Mart - 420 Cleveland, Sandusky, OH
- Sandusky Drug Mart - 124 E. Perkins Ave., Sandusky, OH



Buckeye CableSystem

While this booklet has attempted to include the most recent and accurate information as of the date of publication, it is subject to change without notice.