

DIGITAL SET-TOP UPGRADES ARE HERE!!!

A special service announcement for all customers of New North Networks' digital television service

April 12, 2022 - Throughout the month of April, New North Networks will be upgrading all the home set-top boxes used to provide our customers with digital television service.

The new digital sets will provide greater dependability, enhanced functionality, improved visibility and a better user experience overall.

The new digital sets will also allow our customers to access a number of great new features. Improvements include:

- A better tv guide and menu system
- Reduced power consumption
- A new Bluetooth-enabled remote control
- High definition bingo and community channels
- In menu access to popular apps such as YouTube and Spotify*
- Access to Personal Video Recording (PVR) features - Coming Soon**

Customers will be notified when their upgrade kits are available for pick up at our office. Customers will be required to return their existing set tops along with all accessories (power cables, remote controls, HDMI cables) in order to receive their upgrade kits.

The new kits are easy to install, however, in-person assistance from one of our technicians will be available upon request.

Updates will be posted to the 'Service Alerts - New North Networks' group on Facebook and emailed to everyone who has signed up for service alerts on our website.

The team at New North Networks appreciates your cooperation while we make these improvements and we thank you for your support.

If you have any questions or concerns, please contact our office at 867-777-2111 and we will be glad to assist.

** Some in-menu apps require a New North Networks internet account, however, an internet account is not required in order to receive digital television service.*

*** PVR features will not be immediately available to all customers but are scheduled for release later this year.*



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