



**XTREAM**

POWERED BY **Mediacom**

# THE XTREAM WELCOME GUIDE

# WELCOME TO **XTREAM** POWERED BY **Mediacom**®

Now that you're up and running with the latest in-home technology, we want to make sure you get the most out of everything you have. Inside this guide you'll find simple tips and easy-to-follow instructions for some of our more advanced features. You'll be amazed at how much power you really have.

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Your Mediacom ID is an email address that you can associate with your Mediacom account, allowing you to access many of your subscription features, such as our Support Site, the MediacomConnect MobileCARE app, Mediacom Mobile app, and the Xstream TV app.

The order confirmation that you received via email at the time of your order includes instructions on how to proceed with setting up a Mediacom ID. This information can also be found on the Home Delivery shipment confirmation email, as well. If you have questions about setting up your Mediacom ID, please contact us at 1-855-633-4226.

## HOW DO I SET UP MY MEDIACOM ID?

You can set up your primary Mediacom ID by doing the following:

1. Visit our registration page at [support.mediacomcable.com/Registration](https://support.mediacomcable.com/Registration)
2. Enter your 16-digit Billing Account Number, then press **Continue**
3. Follow the on-screen instructions to complete your Mediacom ID setup

### **Note about email verification**

Mediacom ID's created using your own personal email address will need to be verified via email to complete set up. ID's must be verified within 90 days.

## ADDITIONAL MEDIACOM IDs

Internet subscribers are able to create up to 11 Mediacom ID's per internet subscription for use by members in their households. These additional Mediacom ID's can be managed by the primary account holder or admin by logging into the Account Management section of our Support Site or MediacomConnect MobileCARE app. To create or manage an additional Mediacom ID:

1. Log in to the Account Management section of our Support Site or MediacomConnect MobileCARE app
2. Click on **Add Additional ID**
3. Fill out all required fields for the additional Mediacom ID you wish to create, then click **Submit**

# SPEEDS TO MEET YOUR NEEDS

With Internet download speed tiers from 250 Mbps to 2 GIG,\* our high-speed Internet service was built for multi-streaming. Everyone in your home can stream HD videos, play online games, download music and more all at the same time without affecting your Internet speed performance.

Plus, all new Internet customers will also receive WiFi360pro for the whole-home WiFi experience.



Speeds may not be available in all areas. \*Download speeds may vary and may be subject to a monthly downstream usage allowance. For full details on downstream monthly usage allowances, additional usage fees and speed reductions, visit [mediacomcable.com/legal/additional-terms-and-conditions/](https://mediacomcable.com/legal/additional-terms-and-conditions/). Actual speeds may vary due to several factors, see <https://mediacomcable.com/openinternet>.

# WHOLE-HOME WiFi COVERAGE

Say goodbye to dead spots and give your home the connectivity it deserves with WiFi360pro. WiFi360pro features mesh technology which optimizes your WiFi for the layout of your home, your connected devices, and overall network usage. Built to the latest WiFi standard, each WiFi unit supports GIG speed<sup>†</sup> provides coverage up to 1,500 square feet, and a connection to 75+ WiFi devices simultaneously.

## EASY, HASSLE-FREE INSTALLATION

Unbox your WiFi360pro equipment, download the eero app, create an account, and follow the step-by-step instructions in the Activation & Installation guide provided. If you need further assistance please go to [Installation Guides](#) and select **WiFi360pro Self-Install & Activation Guide**.

This guide will also help you add or replace existing WiFi360pro units. Once your WiFi360pro service is installed you will be able to manage your home WiFi from virtually anywhere by using the eero app.

## eero SECURE

WiFi360pro includes eero Secure which helps keep your online activity protected so you can connect with confidence. eero Secure's active threat protection helps keep your family safe from phishing attacks, viruses, and accidentally visiting deceptive sites.<sup>^</sup>

Plus, eero Secure gives you access to parental controls, including content filters and the ability to block and allow individual sites to help keep your kids safe from the content they're not ready for.

<sup>†</sup> WiFi speeds depend on the current internet speed you have with Mediacom. Maximum wireless signal rates are derived from IEEE standard 802.11 specifications. Experienced WiFi speeds may vary based on network configuration, the number of connected devices, and customer's hardware and devices. Actual WiFi range and performance can vary due to factors such as interference, device usage, building materials, and obstructions. Throughput and coverage estimates are a configuration reference, not a performance guarantee. Some eero features may require linking your Amazon account or downloading the Alexa application.

<sup>^</sup> While security software is designed to help protect computers and other devices against hacking, spam, phishing, spyware and viruses, there is no software available on the market that can protect against everything. Mediacom does not make any representation or warranty of any kind, express or implied that any such security software or the results of the use thereof, will operate without interruption, achieve any intended result, be compatible or work with any software, systems or other services, or be secure, accurate, complete, free from harmful code or error free. Further, Mediacom also does not assume any obligation or liability because of your use or failure to use such security software. See <https://eero.com/eero-secure> for more information regarding eero Secure and eero Plus. Mediacom is an authorized reseller of eero Secure and eero Plus. Mediacom and eero are independent companies, and Mediacom is not responsible for eero's policies, practices, acts and omissions. Mediacom's terms and policies, including its privacy policy, apply to your Mediacom internet service and your business relationship and interaction with Mediacom with regard to eero Secure and/or eero Plus, if you subscribe to either or both from Mediacom (see <https://mediacomable.com/legal>). eero terms and conditions, which are different from Mediacom's (see <https://eero.com/legal>), apply to the use of the eero app, devices and services. For example, but without limitation, if you subscribe to eero Secure and/or eero Plus from Mediacom, then Mediacom's privacy policy applies to Mediacom's collection, storage, use and disclosure of any personal information which it collects by reason of your subscription or use; however, if the owner of eero Secure and/or eero Plus or its affiliates or agents collects personal information, then its or their own privacy policies govern their collection, storage, use and disclosure of such information, and those policies may differ from Mediacom's. Carefully review eero terms and policies before using its app and devices, including its policies regarding the collection, storage, use and disclosure of personal information. Claims regarding eero products and services are provided to Mediacom by eero. Mediacom has not independently verified these claims.

## eero SECURE TIPS



### **Advanced Security**

Help keep your family safe from accidentally visiting malicious sites that may infect your devices. Turn on advanced security from the **Discover tab** in your eero mobile app.

### **Ad Block**

Improve your browsing experience by blocking a variety of ads on your devices. Turn on ad blocking from the **Discover tab** in your eero mobile app.

### **Profiles**

Create profiles so that you can set custom schedules, control Internet access, and apply content filters by profile. Create a profile from the **Home tab** in the eero mobile app.

1. Tap on the **+** in the top right.
2. Select **Add a Profile** from the pop-up menu.
3. Add a profile name.
4. Select devices from the Home tab to apply the profile.

## eero PLUS

eero Plus includes all the features in eero Secure as well as four security apps including eero Dynamic DNS, 1Password, Malwarebytes, and VPN powered by Guardian for \$7/month plus taxes & fees (WiFi360pro service required).

### **eero Dynamic DNS (DDNS)**

Remote access to your home network, devices and content from anywhere.

### **1Password (family plan)**

Safely create, store, and share unique passwords in one central place.

### **Malwarebytes (limited to 3 devices)**

Help protect your devices from viruses, malware, trojan horses, and more.

### **VPN powered by Guardian**

Browse the web confidently with the VPN that's built for everyone.

XUMO

**xumo** STREAM  
BOX

# THE ULTIMATE STREAMING XPERIENCE.

## ADD XUMO STREAM BOX.

- Access 250+ top apps, all in one place
- 300+ FREE channels with the Xumo Play App
- Easy to use voice remote and channel guide



All Xumo Stream Boxes remain the property of Mediacom unless purchased by customer. Separate subscriptions are required to view content through various paid applications. Xumo Stream Box, and all other Xumo product names, logos, slogans and marks are the trademarks of Xumo or its licensors. © 2024 Xumo. Services subject to all applicable Xumo service terms and conditions, subject to change. Services not available in all areas. Restrictions apply.

# DROP YOUR BIG PHONE BILL.

Are you tired of overpaying for mobile service? Mediacom Mobile has the speed, reliability, and savings you're looking for. Enjoy coast-to-coast coverage plus access to hundreds of free Xream hotspots. You must be a Mediacom customer to add Mediacom Mobile service.

## Mediacom mobile



### CHOOSE YOUR PLAN, CHANGE OR ADD LINES ANYTIME.

#### By the GIG Plan

Unlimited Talk & Text

1 GB Mobile Data<sup>‡</sup>

Reliable, Fast Nationwide  
5G and 4G LTE Network

Keep Your Phone Number  
When You Switch

Access to Hundreds  
of Xream Hotspots

<sup>‡</sup> After 5GB of data usage, speeds reduced to 256 Kbps and mobile hotspot speeds reduced to 600 Kbps. Visit <https://mediacomcable.com/legal/mobile-broadband-disclosure/> for complete details

#### Unlimited Plan

Unlimited Talk & Text

Unlimited Data<sup>‡</sup>

Reliable, Fast Nationwide  
5G and 4G LTE Network

Keep Your Phone Number  
When You Switch

Access to Hundreds  
of Xream Hotspots

<sup>‡</sup> After 20GB of data usage, speeds reduced to 1 Mbps down/512 Kbps up. Hotspot speeds reduced to 600 Kbps. Visit <https://mediacomcable.com/legal/mobile-broadband-disclosure/> for complete details.

# Reliable mobile service at a price you'll love.



## Save Big

Save monthly with **no hidden fees**, and taxes and fees included.



## 4G and 5G LTE Network

Enjoy a **fast, reliable mobile connection** from wherever you are.



## Switching is Easy

Keep your phone and number when you switch. **No long-term commitments.**

## MEDIACOM MOBILE SAVINGS CALCULATOR

Our mobile [calculator](#) can assist you in figuring out the amount you can save by switching. Just input your data usage and the current amount you are paying.

### 1. PLAN SELECTION

Choose a plan for each line of service you would like.

### 2. ENROLL & PURCHASE

Create your account and complete the purchase.

### 3. ACTIVATE

Activate Mediacom Mobile service and manage it all from the app.

### 4. SERVICE SAVINGS

Enjoy our services and save!.



## STAY CONNECTED ON THE GO

Xtream WiFi Hotspots are located in cities across the country, so you can connect to free WiFi when you're out on the town and enjoy unlimited access on us. Xtream Internet customers get unlimited access to FREE Hotspots and non - Internet customers can enjoy 30 minutes a month of free WiFi. To see if Xtream Hotspots are available in your area, go to [mediacomcable.com/xtream-hotspots](https://mediacomcable.com/xtream-hotspots).



# EXPERIENCE SMARTER TV

**All your entertainment. One amazing experience.**

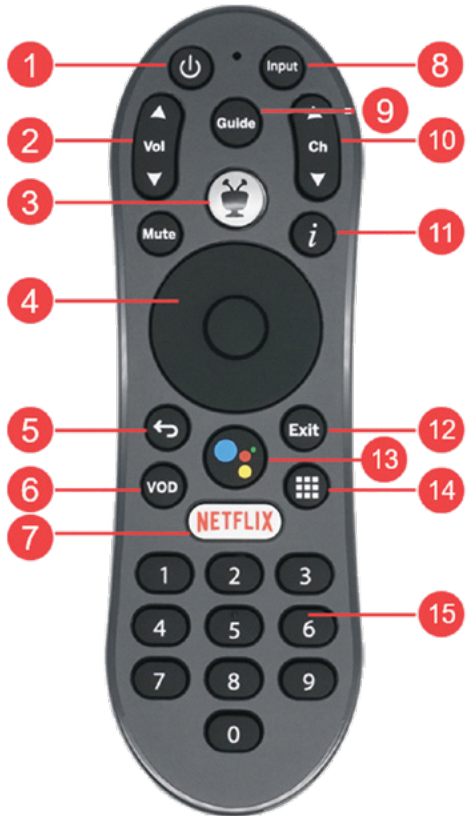
## XTREAM1

The Xtream1 box brings together your live cable channels, on demand and streaming entertainment into a single box – without switching inputs or remotes! Access over 5,000 apps and games in the Google Play store. It's easier than ever to find, watch and enjoy your favorite shows, movies, and video by simply asking your Google Assistant on the remote control. Easily share content by casting it to the big screen with the Chromecast built-in. The Xtream1 box even allows you to integrate with your smart home. The Xtream1 box supports WiFi and Bluetooth – so it is easier than ever to move this box to any area of the house that has WiFi.




## ABOUT THE XTREAM VOICE REMOTE

- 1 POWER turns the television on/off.
- 2 VOL and MUTE control the TV audio.
- 3 The TiVo button takes you to the Home screen.
- 4 **While navigating the menus:**
  - UP, DOWN, LEFT, or RIGHT move around.
  - The center button (OK/Select) chooses menu items.
- While watching video:**
  - DOWN displays the info banner.
  - UP opens Mini Guide.
  - OK/SELECT brings up Trick Play controls.
- With Trick Play controls visible:**
  - DOWN opens the Continue Watching and Favorite Channels panels.
- 5 BACK starts full-screen video on the Home screen and goes back to the previous screen on other Menu screens.
- 6 Press VOD to go directly to the Video-On-Demand library.
- 7 Press the NETFLIX button to launch Netflix.
- 8 Use INPUT to change your video source on your TV.
- 9 GUIDE takes you to the Program Guide.
- 10 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.
- 11 'i' (Info) brings up the full Info banner while watching a show and opens an Info card when a title is highlighted in the menus. Press and hold for accessibility options.
- 12 Use EXIT to switch to full-screen video while using menus, or to jump back to the last channel viewed while watching live TV. Exit also exits a Start Over/Catch Up show.
- 13 Press and release the Google Assistant button to talk to Google.
- 14 Press the grid button to jump to the Apps & Games screen.
- 15 Use the NUMBER BUTTONS to directly enter numbers (e.g., channel numbers or Parental Control PIN).



NOTE: If this is not your remote be sure to visit [support.mediacomcable.com](http://support.mediacomcable.com) for additional remote control information.

## HOME SCREEN

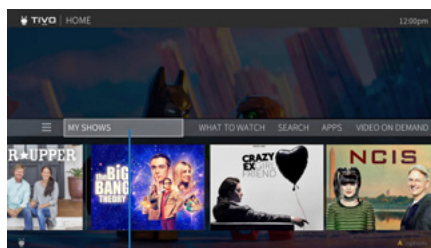
Press the  to get started! The Home screen is the starting point for just about everything you do with your Xstream1 box. With just one click, you have access to all of your favorites through the TiVo button – Personalized recommendations, Guide, Xstream On Demand, What to Watch, and more.

## GUIDE

Press the GUIDE button on your remote to view your TV and streaming channels. With a list of channels, times and what's playing, it's easy to browse for great entertainment in the guide.

## THE SMARTBAR

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 is cooking, those shows will be waiting in the Smartbar at that time each day.



Smartbar

## WHAT TO WATCH™

So many channels, so little time! What to Watch lets you browse shows and movies that are available to stream. From the Home screen, select **What to Watch** and press the LEFT button on your remote to view categories.

## GOOGLE PLAY

The Google Play Store® is included on the Xstream1 box. No need to switch inputs or remotes. Access over 5,000 Apps in the Google Play Store including Netflix®, Prime Video®, Disney+®, MAX®, and more. Do you have a Netflix®, Hulu®, or Amazon Prime® subscription? With the click of a button, you can access those apps right from your TV viewing experience.

## SAY IT. FIND IT. WATCH IT.

Ask Google Assistant on the remote to control it all using your voice. With built-in Google Assistant, it's never been easier to discover your favorite entertainment with the power of your voice. Ask Google Assistant to find recommended shows, movies, launch an app, and more!

## MINI GUIDE

Never miss a thing! While you're watching TV press the **UP** button on your remote to reveal the mini guide. The mini guide will display without interrupting your TV viewing experience so you can see upcoming shows or what's on another channels.

## SUPPORTS WIFI

No Coax required! The Xstream1 box supports WI FI service. Easily move the Xstream1 box anywhere in your home that support WIFI.

## SUPPORTS BLUETOOTH DEVICES

Supports Bluetooth-capable devices such as keyboards and speakers.

## UNIVERSAL SEARCH AND DISCOVERY

Simultaneously explore your live TV, On Demand and streaming services. No switching inputs or juggling remotes — all your favorite apps, shows, movies, news and sports are together in a single place.

## CHROMECAST BUILT-IN™

Go from your phone, tablet, or laptop to your TV in an instant. With Chromecast built-in, you can cast all your favorite movies, shows, apps, games, and more directly to your TV.

## TIVO +

Access to more than 150 FREE streaming channels. These channels are available in the Xstream1 guide.

# XTREAM TV APP

## XTREAM TV APP

The free **Xtream TV** app gives you the ultimate TV experience from your cell phone, tablet, and on compatible streaming devices such as an Amazon Firestick. Watch live TV instantly throughout your home and discover new shows you'll love.

Go to Google Play®, the App Store®, or the Amazon app store® and type in **Xtream TV**. Select Xtream TV and download the app.

## WHAT YOU NEED:

- A subscription to both Xtream Video & Internet service.
- A Mediacom ID. Your Mediacom ID is the email address and password associated with your account. If you don't know your Mediacom ID, visit [support.mediacomcable.com](https://support.mediacomcable.com) for help.
- A compatible device. Go [here](#) to see which devices are compatible with the Xtream TV app.



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Internet service is required to use the Xtream TV app. Access to TV programming is based on your TV service subscription level. You must have a current Mediacom ID, as well as a subscription to the corresponding cable TV network(s) you wish to access. The Xtream TV app requires a compatible digital receiver and compatible software. To stream live TV, your device must be connected to the same home WiFi network as your video equipment. Not all devices have the necessary software required to view programming content. Your monthly data usage allowance will apply when using streaming apps. For additional support, please visit [https://mediacomcc.custhelp.com/app/answers/detail/a\\_id/91113/](https://mediacomcc.custhelp.com/app/answers/detail/a_id/91113/).

# XTREAM ON DEMAND

Watch thousands of movies and shows On Demand. Start and stop shows on your schedule. Look for new titles added daily, including your favorite shows from local broadcasters!

## ACCESSING ON DEMAND

You can access **On Demand** programming by pressing the On Demand button on your remote or going to **channel 1**.

## ORDERING ON DEMAND PROGRAMS

The On Demand menu displays categories of programming. Use your remote to select a category and access its listings. Follow the on-screen prompts to complete your order.

## WATCHING ON DEMAND PROGRAMS

Use your remote to pause, fast forward, rewind and stop most programs. If you have stopped a program and want to come back to it later, select **Recently Viewed** from the On Demand menu and highlight the selected title you'd like to resume.



A compatible device is required for Video On Demand. Services not available in all areas. Programming, pricing and scheduling are subject to change and vary by area. Service is available to residential customers. © 2024 Mediacom Communications Corporation. All Rights Reserved.

## FEATURES

### ANONYMOUS CALL REJECTION (\*77)

Blocks calls from private or restricted phone numbers. To activate, press \*77. Two beeps tell you Anonymous Call Rejection is turned on. To deactivate, press \*87. You will hear two short tones indicating deactivation.

### CALL FORWARDING (\*72)

Forwards calls from your home phone to another phone number. To activate, press \*72. Then, dial the number to which you want to forward your calls. To deactivate, press \*73. You will hear two short tones indicating deactivation.

### CALLER ID – NAME AND NUMBER

Displays the name and number of incoming calls on your phone.

### CALLER ID FOR CALL WAITING

Displays the name and number of the caller who is waiting while you are currently on the phone.

### CALLER ID PER CALL BLOCKING (\*67)

Blocks your caller ID information from being displayed on the caller ID of the person you are calling. To activate, press \*67 then dial the phone number.



## CALL WAITING/CANCEL CALL WAITING (\*70)

Notifies you with a special tone when a second caller is trying to reach you. To disable call waiting on a call-by-call basis, press \*70 before dialing your party.

## CUSTOMER-ORIGINATED TRACE (\*57)

Immediately after receiving a harassing or threatening phone call press \*57, follow instructions and contact the police.

## DO NOT DISTURB (\*78)

Temporarily blocks your line to prevent incoming calls. To activate, press \*78. To deactivate, press \*79.

## THREE-WAY CALLING

Allows talking to two parties during the same call.

### HOW TO USE:

1. Place the person you are talking with on hold by pressing the receiver button (or the "flash" or "link button") for one second.
2. A dial tone will follow. Call a second person.
3. When you get an answer, briefly press the receiver button again.
4. All three of you now will be connected.

## SELECTIVE CALL ACCEPTANCE (\*64)

Screens incoming calls against a list of numbers you specify. When your service is turned on, you'll only receive calls from those on your acceptance list. Callers who are not on your list will hear an announcement that you are not accepting calls at that time. To activate, pick up the handset, listen for the dial tone, press \*64 and follow the prompts.

## SELECTIVE CALL FORWARDING (\*63)

Forwards calls from a select group of phone numbers to another phone number. If your service is turned on, and the caller is on your forward list, the call will be rerouted to your "forward-to" number. If the caller is not on your forward list, the call will ring at your home as usual. To activate, pick up the handset, listen for the dial tone, press \*63 and follow the prompts.

## SELECTIVE CALL REJECTION (\*60)

Callers who are on your rejection list hear an announcement that your number is not accepting calls at that time. All other calls will ring through as usual. Blocked numbers will not ring into your phone. To activate, pick up the handset, listen for the dial tone, press \*60 and follow the prompts.

## SPEED DIALING

Programs up to eight frequently called phone numbers as single-digit numbers.

## VOICEMAIL

Voicemail service allows you to avoid missed calls if you are on a call or away from your phone.

### VOICEMAIL SETUP:

1. Voicemail setup **MUST** be done from your home phone.
2. From your home phone, dial your own number, including the area code, and press (\*) when you hear the standard system greeting.
3. Follow the audio prompts to set up a Passcode.
4. Your voicemail passcode can be any combination of numbers, cannot contain a pound (#) or a star (\*) and must be between four and 10 digits in length. Your voicemail passcode cannot be the last four digits of your phone number.
5. After setting up your passcode, you will be audio prompted to set up your greeting.

## MANAGE PHONE FEATURES

To manage phone features, voicemail and more visit <https://commportal.mediacable.com/voice> and log in.

## EMERGENCY 911

You can report police, medical, fire and other emergencies by dialing 911 to reach a live emergency operator. In areas where the local public safety network supports E911 service, your address will be displayed for the emergency operator to direct personnel to your location. You do not need to register your address for 911.

# HOME PHONE



WorldTalk 30	WorldTalk 200	WorldTalk 250
30 minutes of talk time	200 minutes of talk time	250 minutes of talk time
67 countries	67 countries	87 countries
Call mobile phones	Call mobile phones	Call mobile phones
Call landline phones	Call landline phones	Call landline phones
Included in select phone packages	Available to Xstream phone subscribers at additional cost	Available to Xstream phone subscribers at additional cost

## Stay close to friends and family around the world with WorldTalk.

ANDORRA*	FRANCE	LATVIA	REUNION ISLAND*
ALBANIA**	FRENCH GUIANA	LITHUANIA	ROMANIA
ARGENTINA**	GEORGIA**	LUXEMBOURG	RUSSIA
AUSTRALIA	GERMANY	MACAU**	SAN MARINO
AUSTRIA	GIBRALTAR	MALAYSIA	SINGAPORE
BAHRAIN	GREECE	MALTA	SLOVAKIA**
BANGLADESH	GUADELOUPE	MAURITIUS*	SLOVENIA**
BELGIUM	HONDURAS**	MARTINIQUE (FRENCH ANTILLES)	SOUTH AFRICA
BOSNIA AND HERZEGOVINA**	HONG KONG	MEXICO	SOUTH KOREA
BRAZIL	HUNGARY	MONACO**	SPAIN
BRUNEI	JORDAN*	MONGOLIA**	SRI LANKA**
BULGARIA	ICELAND	MOROCCO**	SWEDEN
CAMBODIA	INDIA	NAMIBIA	SWITZERLAND**
CHILE	INDONESIA	NETHERLANDS	TAIWAN
CHINA	IRAQ**	NEW ZEALAND	THAILAND
COLOMBIA	IRELAND	NORWAY	TURKEY**
COSTA RICA	ISRAEL	PAKISTAN	UGANDA**
CROATIA**	ITALY	PANAMA	UNITED KINGDOM
CYPRUS	JAPAN	PARAGUAY**	URUGUAY**
CZECH REPUBLIC	KAZAKHSTAN**	PERU	UZBEKISTAN**
DENMARK	KENYA	PHILIPPINES**	VENEZUELA**
ESTONIA	KUWAIT	POLAND	VIETNAM**
FINLAND	LAOS	PORTUGAL	

\*WorldTalk30 and 200 only

\*\*WorldTalk 250 only



Digital Home is an intelligent smart-home system designed to make your life easier and help you keep your home and loved ones safe and sound. It's simple to set up, easy to use, and quick to fall in love with.

Visit [www.mediacomcable.com/products/digital-home/](http://www.mediacomcable.com/products/digital-home/) to learn more about Digital Home.

## HOME AUTOMATION

### Smart tech to keep your home in check.

Imagine if your home knew to lock up every time you left to run errands, turned your lights off for you after you left for vacation, or let you check on your kids and pets while you're at work. With a Digital Home package, it can.

## HOME SECURITY

### Smart protection for what matters most.

Smart protection for what matters most. Take the worry out of security. Enjoy peace-of-mind with 24/7 professional security monitoring by a UL certified central monitoring station. Our state-of-the-art security system makes it simple for you to monitor your property from virtually anywhere.

## TAKE HOME SECURITY TO THE NEXT LEVEL

- 24/7 professional security monitoring to keep your home safe and secure
- Alerts your local police, fire or EMS in case of emergency
- Provides text or email notifications to alert you that motion has been detected

## MANAGE IT ALL FROM ONE APP



## PEACE-OF-MIND AT A PRICE YOU WON'T MIND.

Call **844-2SECURE** to upgrade to one of our affordable Digital Home packages. Plus, you can customize your package based on your home's needs.



# XPERT

Wasting time trying to figure out how to set up or fix all the tech in your house can be frustrating. Now you don't have to do it alone! Subscribe to one of our three Xpert services and get access to tech Xperts anytime you need help.

## TECH SUPPORT

**Tech Advisor:** Access 24/7 live tech support to help you with everyday tech issues. Tech Advisor Xperts can help you troubleshoot and optimize your WiFi, configure network settings, connect printers, scanners, and other smart devices in your home.

They can help you set up home security systems, home automation equipment and home entertainment devices including, smart TVs and gaming systems. Consult with our Xperts to learn what accessories will work best with your devices or talk about future electronics purchases.

Limitations and exclusions apply. For more information go to <https://mediacomcable.com/products/xpert/> to see the Xpert Terms and Conditions and Asurion Privacy Policy

## TECH SUPPORT + PROTECTION

**Home Office Pro:** Xpert Tech Advisor support plus protection for an unlimited number of home office equipment. Enjoy hassle-free repairs and replacements for your:

Desktops	External hard drives \$	Mouse
Laptops +	Keyboard \$	Printers +
Tablets +	Modem \$	Routers \$
External computer speakers \$	Monitor \$	

Limitations and exclusions apply. For more information go to <https://mediacomcable.com/products/xpert/> to see the Xpert Terms and Conditions and Asurion Privacy Policy

## Smart Home Complete:

Protection and support for the same products as Home Office Pro plus your:

Home Office Pro	Smart Home Complete		
Desktops	<b>Home Entertainment</b>	<b>TVs</b>	<b>Smart Home</b>
Laptops +	Streaming devices \$	LCD and LED	Smart home security cameras
Tablets +	Amplifier	Original remote controls \$	Smart light dimmers \$
External computer speakers \$	Speakers – Blu-ray, Bluetooth, Sound bars		Smart smoke detectors \$
External hard drives \$	Blu-ray and DVD players \$	<b>Wearables</b>	Smart thermostats
Keyboard \$	Portable DVD players + \$	Health &	Smart video doorbells
Modem \$	Gaming consoles +	Fitness bands +	Smart carbon monoxide detectors \$
Monitor \$	Receivers	Headphones +	Smart device hubs \$
Mouse \$	Tuners	Smart watches +	Smart door locks
Printers +	Home theater in-a-box	Virtual reality headsets +	
Routers \$			

Unlimited number of claims in a 12-month period. There's a maximum annual claim limit amount of \$5,000 and \$2,000 per single claim.

## What's not covered? Mobile phones | Software failures

+ Includes accidental damage from handling such as drops, spills and cracks. \$ No service fee required.

Limitations and exclusions apply. For more information go to <https://mediacomcable.com/products/xpert/> to see the Xpert Terms and Conditions and Asurion Privacy Policy

# XPERT

Service fees apply. \$49 for Health & fitness bands, headphones, smart door locks, smart home security cameras, smart thermostat and smart video doorbells. \$99 for desktops, laptops, tablets, printers, smart watches, TVs, Virtual headsets, amplifiers, Bluetooth speakers, decoders, gaming consoles, receivers, sound bars, speakers, subwoofers, tuners, WiFi connected speakers.

# CUSTOMER SERVICE

## SUPPORT WEBSITE

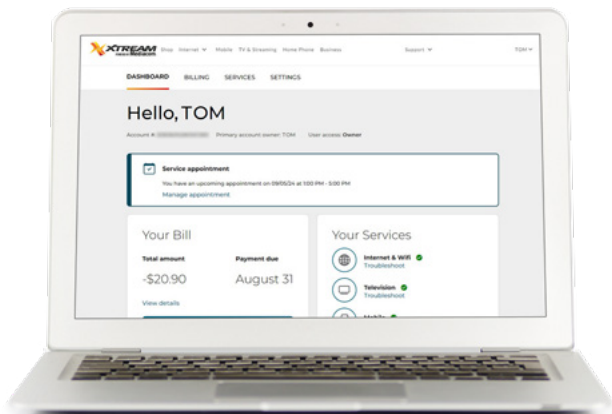
When you visit Mediacom's Support Portal, you get the total customer care experience. Here you have access to all of your account and billing information, how-to videos, troubleshooting, and community forums. You can also enroll in paperless billing, reference our Answer Center and more.

To get started, go to [support.mediacomcable.com](https://support.mediacomcable.com) and then login with your Mediacom ID (email address and password associated with your Mediacom Account). It's that easy!

## TOTAL CARE TEXT MESSAGING

Total Care Text Messaging is the most convenient way to get your questions answered from Mediacom, especially now that Molli, your dedicated (and super smart) personal assistant, is just a click away.

Whether it's a question about your WiFi password, usage allowance or bill amount, Molli is ready to deliver fast answers. To enroll in Total Care Text Messaging, text **MEDIACOM** to **66554** from your mobile device. Molli will ask you a few questions and sign you up. Once you're enrolled, make sure to add **66554** as a contact and text her any time you have a question.



## CUSTOMER SERVICE ON YOUR SCHEDULE

We know your time is valuable. That's why we offer a call-back option between 8 AM and 7:30 PM CT. Scheduling a call-back is simple: Just login to your account on [support.mediacomcable.com](https://support.mediacomcable.com) or the MediacomConnect MobileCare app and click on **Schedule a time for us to call you**. You can have an agent contact you as soon as they're available or you can select the specific time that's most convenient for you.

## SHOP ONLINE

As a current Mediacom customer you can add new products and services to your current plan, switch into a new package or purchase a Pay-Per-View Event by going to [shop.mediacomcable.com](https://shop.mediacomcable.com).

## "YOU COME FIRST" SATISFACTION POLICY

Our number one priority is you and delivering exceptional customer care to you is crucial. In the event you experience a problem with your bill or service, you can call Mediacom at 1-855-MEDIACOM or you may write to:

**Mediacom**  
**ATTN: Customer Service Department**  
**1 Mediacom Way**  
**Mediacom Park, NY 10918**

If you believe Mediacom has not properly resolved your issue, you may contact your local franchise authority, which is listed on your monthly bill. If you have specific complaints regarding closed captioning, please submit written complaints to the dedicated contact at the address listed on your bill for closed-captioning problems, or email [closedcaption@mediacomcc.com](mailto:closedcaption@mediacomcc.com).

## CONTROL AND CONVENIENCE IN THE PALM OF YOUR HAND

The MediacomConnect MobileCare app gives you easy access to your Mediacom account right from your mobile device. Simply go to Google Play® or the iTunes App Store® to download the app for free and then login with your Mediacom ID and password. Once you're logged in, you can pay your bill and view your account, manage service appointments, and even monitor your data usage.

### BILLING

Quickly make payments, view monthly billing statements, and enroll in paperless billing.

### APPOINTMENTS

Schedule, change and manage service appointments.

### SUPPORT

Troubleshoot service issues and look for outages in your area.

### CONNECT

Request a call-back from a customer service agent.

### ALERTS

Receive account notifications right on your phone.

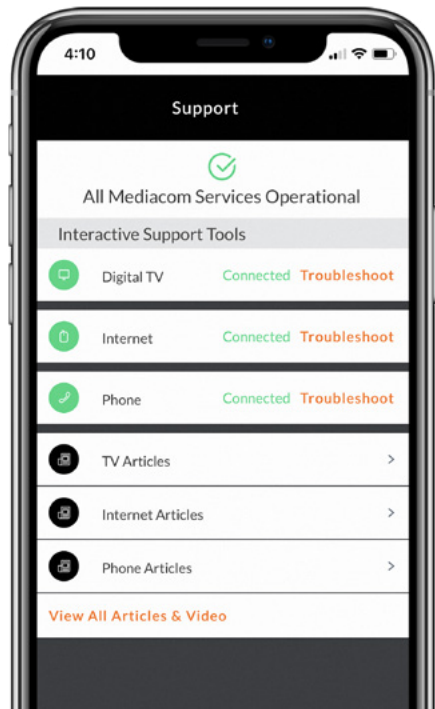
### MONITOR

Review your monthly internet data usage allowances.

**AVAILABLE NOW**  
for your iPhone, iPad  
or Android device.



AVAILABLE ON



# TOTAL CARE



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