



July 1, 2023

IMPORTANT INFORMATION REGARDING YOUR TIVO SERVICE

Dear TiVo Cable Customers,

We are writing to inform you about an important update regarding SELCO's legacy cable services. Due to the end of life for our entire legacy tv system on **August 1, 2024** (SELCO Stream will not be affected), the inability to get new TiVo equipment, and the cost to maintain the equipment, **we will no longer be servicing existing TiVo boxes after July 14, 2023.** If you need to replace your TiVo box after that date, you will need to switch to our new SELCO Stream service.

We understand that transitioning from traditional "cable tv" to streaming may be a significant change for some of our customers. To support this transition, we are offering a free installation or a \$50 self-installation bill credit for existing customers who choose to switch to SELCO Stream from now until October 1, 2023. The SELCO Stream app is available on Amazon, Roku, Apple TV, and Android TV devices. This incentive will be available for a limited time, so we encourage you to take advantage of this offer. Switching from TiVo will save you money with zero monthly box fees.

SELCO Stream provides an array of features and benefits, including 3 HD streams, 50 hours of cloud DVR, on-demand, catch-up and restart-tv, and our exclusive Smart Highlights. You can watch your favorite programs anytime on multiple devices, such as smartphones, tablets, and smart TVs. SELCO Stream offers user-friendly interfaces and personalized recommendations, ensuring a seamless and enjoyable streaming experience. Some helpful frequently asked questions are on the reverse side of this letter.

Our customer support team will be available to address any questions or provide guidance on how to set up and utilize SELCO Stream effectively. We will also be sharing comprehensive information and instructions regarding the transition in the coming months to ensure a smooth experience for all our customers.

Please be aware that as of **August 1, 2024**, all TiVo systems will cease operations along with our legacy cable tv services. We recommend transitioning to SELCO Stream before this date to avoid any interruption in your entertainment services. We appreciate your loyalty as a SELCO Cable TV customer, and we are confident that our new streaming platform, SELCO Stream, will provide you with an enhanced entertainment experience. If you have any questions or require further information, please do not hesitate to contact our customer support team at 508-841-8500 or visit our website at ***SELCO.ShrewsburyMA.gov***. We are here to assist you with the transition and address any concerns you may have.

Thank you for your understanding and continued support. We look forward to serving you on our exciting new streaming platform, SELCO Stream.

Sincerely,
Customer Service Team
Shrewsbury Electric & Cable Operations
508.841.8500 | SELCO.ShrewsburyMA.gov



Frequently Asked Questions (FAQs)

What is SELCO Stream?

SELCO Stream is an OTT (Over-the-Top) Streaming service that streams traditional “cable” channels through an internet connection and device application. OTT refers to the technology that delivers streamed content over the internet, such as Netflix & Hulu. SELCO Stream also offers on-demand content.

Will I get the same channels as cable TV?

Yes! You can choose your package based on the channels you like to watch. A full channel lineup is listed on our website as SELCO.ShrewsburyMA.Gov/stream

What makes this a better Live TV experience than traditional cable?

SELCO Stream offers ALL channels in High Definition, 3 free streams, bring your own device, 50 hours of free DVR (Digital Video Recording), restart & catch-up TV, Video on Demand, no box fees, and exclusive features, all included in your monthly package price.

How do I set up SELCO Stream?

After contacting our office at **508-841-8500** to set up service, we recommend **self-installing** by downloading the SELCO Stream App on a compatible device and entering the credentials provided to you. You can also choose to have one of our technicians install the app at your home via an Amazon Fire Stick.

How can I watch SELCO Stream?

After contacting our office at **508-841-8500** to set up service, you can watch SELCO Stream on a variety of devices as long as they are connected to a SELCO Internet connection. SELCO Stream is compatible with Apple & Android mobile devices and tablets, Apple TV, Roku, and Amazon Fire TV.

Do I need a specific box?

You do not need a box to stream SELCO Stream. SELCO Stream is available on a variety of devices as an application (app) that you download from that device's app market. If you do not have a device or compatible TV, SELCO offers an Amazon Fire Stick that will plug into the HDMI port on your TV and stream SELCO Stream.

Will SELCO Stream work on the go?

Unfortunately, SELCO Stream can only be streamed if it is connected to a SELCO internet connection. However, SELCO Stream customers can utilize WatchTV Everywhere to stream live-tv and programs from their favorite channels on the go. Visit wtve.net to learn more.

Where can I see SELCO Stream to see if I like it?

SELCO has a TV set up in the lobby of our Main Office at 100 Maple Ave. You can visit us to test out the app for yourself or visit our website at SELCO.ShrewsburyMA.gov/streamguides to view multiple videos of its interface and features.

Can I still get premium channels on SELCO Stream?

Yes! You can add premium subscriptions and stream linear channels on SELCO Stream such as NFL RedZone, HBO, Showtime, Cinemax, Starz, & Stingray music channels.