



## Have you signed up for SeniorTV yet?

The system is now working and over 50 residents are already enjoying SeniorTV and are saving money!

Sign up by contacting Joan in the Administration Office – (973) 929-2727.

Below are answers to some **frequently asked questions** regarding SeniorTV:

- How much will SeniorTV service cost me?
  - \$35 a month. No cable box rental fees, no taxes & no other fees.
- \$35 a month for these great premium channels including HBO and Showtime!?! – How are you offering this for so cheap?
  - When you get cable service through Cablevision or FIOS, you have to opt for a channel package which often includes hundreds of channels to meet the varying needs and wants of different viewers – hence the high cost. With SeniorTV, we are offering 66 channels that were specifically selected for the Lester Senior Housing Community residents. This is why we're able to offer this great package for such an affordable monthly fee.
- How do I pay my monthly fee?
  - You will pay the \$35 fee along with your rent check and make it payable to 'JCHC'. This fee will have to be on a separate check. The fee is payable in advance, just like your rent payment.
- What channels are being offered?
  - Stop by the Administration Office to get a copy of the channel line-up.
- I like to watch a certain channel that I don't see listed in the channel line-up; can I pay an extra fee to get this channel?
  - No – there are no à la carte options with SeniorTV. We came up with the channel line-up based on the surveys that the residents completed in August 2012. If many residents request a channel change, we may be able to accommodate the request; however, this may change the pricing.
- Why is NJ-12 (News 12) not available?
  - This channel is exclusive to Cablevision/Optimum and is not available for SeniorTV, DirectTV or Fios.
- How do I sign up for this service?
  - You can stop by the Administration Office or call Joan and let her know of your interest in SeniorTV.
- Do I have to sign a contract to get this service?
  - Yes – a contract can be obtained from the Administration Office.
- Am I locked-in to a contract for a year?
  - No – you can cancel the service at any time by notifying the Administration Office 30-days in advance. There will be no partial-month refunds and no cancellation fee.
- I have an older style television (not a flat screen HD TV) – will SeniorTV still work for me?
  - Yes – the cable line will be plugged directly into your TV – no cable box and no digital converter box will be needed.

(Turn Over for More Frequently Asked Questions)

- I like to record TV shows so that I can watch them later, will you be offering a DVR to allow me to do this?
  - No – however, you can purchase a third-party DVR (Such as a Tivo or DVD-R device) to accomplish this.
- Are subtitles available with SeniorTV?
  - Yes – as long as the show you are watching offers subtitles.
- How does this 'first month free' promotion work?
  - Pretty simple – sign up for SeniorTV, sign the contract, and your first month is free!
- Will you help me cancel my Cablevision service?
  - Unfortunately we cannot help with this. Cablevision requires that the subscriber him/herself call.
- How will I return my cable box to Cablevision?
  - In January and February we will be collecting boxes in the Administration Office (after you cancel your Cablevision service) and will return them for you.
- If I have issues with a channel not working, or other service need, who would I contact for help?
  - Contact the Heller Concierge to place a work order. Moisey and his team will trouble-shoot and repair the problem. If something requires assistance from SeniorTV directly, a technician will be dispatched to take care of the issue.
- I have two television sets in my apartment, am I able to watch SeniorTV on both of them? How much more will this cost?
  - Yes, you can watch SeniorTV on both – at no added charge!
- I've been using my Cablevision remote to control my cable box as well as my TV and no longer have the original remote that came with my TV set – can you help me?
  - Yes – you can purchase a universal remote control that will control your TV set. You can either pick this up at a local store or purchase one from the Country Store on the 2<sup>nd</sup> floor.
- Is there an 'on-demand' option?
  - No – However, there is a movie playback channel where we will play movies on a specific schedule based on movie requests you make.
- What other benefits are there to SeniorTV?
  - In addition to the movie-playback channel, there will also be an in-house information channel that will display the daily activity calendar, the dinner menu and any other announcements or reminders of upcoming events.
- I currently get a double-play or triple-play package from **Cablevision/Optimum** (phone and/or internet along with cable TV) – will I still be able to get these services if I sign up for SeniorTV?
  - No – If you sign up for SeniorTV, you will have to switch your internet and/or phone service to Verizon. If you choose to stay with Cablevision/Optimum, you will not be able to enjoy SeniorTV.
  - If you already have Verizon for phone and/or internet service, this does not apply to you and you can sign up for SeniorTV without issue.
- I cancelled my Cablevision service and signed up for SeniorTV, what do I need to do now? Who will set this service up for me?
  - Once you sign up for SeniorTV, Joan in the Administration Office will place a work order to have Moisey set up your SeniorTV service at a time convenient for you. Set up should only take a few minutes. You'll be enjoying SeniorTV in no time!

