

CableCARDS Frequently Asked Questions

What are CableCARDS?

CableCARDS allow a digital cable-ready television to receive digital programming without the use of a set-top box. The television must be identified by the manufacturer as digital cable-ready. The CableCARD descrambles the encrypted digital signal provided by Buckeye CableSystem.

Is there a monthly charge for CableCARD service?

Yes, there is a monthly charge of \$3.35 that provides basic digital channels, and \$3.00 that provides additional digital channels, or \$6.35 per month. The \$3.00 charge cannot be used unless the \$3.35 CableCard charge is purchased first.

Does Buckeye digital cable service work with CableCARDS?

Yes. Buckeye CableSystem is committed to supporting the new technology of digital cable-ready televisions that consumer electronics manufacturers are developing. CableCARD service is one more option that we are excited to offer to our customers. For those customers who prefer not to have a digital set-top box, the CableCARD is one option, while customers who want to take advantage of all of the Buckeye digital features, e.g. **Video On Demand**, **Pay-Per-View**, and the Buckeye CableSystem Interactive Program Guide, will continue to use a set-top box provided by Buckeye CableSystem to receive those features and programming.

Can I install a CableCARD myself or does a technician need to come to my home?

At this time, professional installation by a well qualified Buckeye CableSystem technician is required. There is a one-time charge of \$100.00 for the installation.

Will I get all of the features and services with a CableCARD that I currently enjoy with my digital cable service?

No. If you prefer to use a CableCARD instead of using a digital cable set-top box, you will only be able to receive one-way digital cable channels and will not be able to receive Buckeye Video On Demand, Pay-Per-View and the Buckeye CableSystem Interactive Program Guide when using a digital cable set-top box. Buckeye CableSystem is committed to offering you the choice to receive digital cable service in the way that best suits your needs.

Can I purchase a CableCARD, and if so, where?

No, at this time, CableCARDS are only available through your local cable operator.

If I have a CableCARD, do I still need my digital set-top box to get Buckeye digital cable?

You may choose to use a CableCARD instead of a digital cable set-top box; however, to enjoy the full spectrum of interactive services provided by Buckeye CableSystem such as Video On Demand, Pay-Per-View, and the Buckeye CableSystem Interactive program guide, you will still need a digital cable set-top box.

Are CableCARDS compatible with Personal Video Recorders (PVR)?

PVRs will work with certain digital cable-ready devices. To determine if your digital cable ready television is compatible with a PVR please consult your owner's manual or the manufacturer of your device. If your device is PVR compatible, please refer to the owner's manual or contact the device manufacturer to determine the best way to connect a PVR.

Will a CableCARD work in my cable-ready television set?

No. CableCARDS will work only with a digital cable-ready television that is manufactured specifically to accept CableCARDS.

Do I need a CableCARD or a special HD set-top box to view HD programming if I have a digital cable-ready HDTV set?

Digital cable-ready HDTV sets have built in HD capability, so a special set-top box is not required to receive an HD signal for over-the-air broadcast digital channels. To receive non-broadcast Buckeye digital cable and /or HD channels that are not available on the HDTV Basic pak, a set-top box or CableCARD will be needed.

Will CableCARDS work in multiple televisions?

It is NOT recommended that CableCARDS be used between multiple television sets. If you have more than one digital cable-ready television set, you should obtain a CableCARD from your local cable operator for each television set.

When will interactive services be available with CableCARD service?

The cable industry is working closely with the consumer electronics industry to be able to support interactive services on digital cable-ready television sets when they become available in the future.

Does CableCARD offer parental controls?

The CableCARD itself only provides the descrambling of scrambled digital services when authorized for those services and does not have parental control functionality. Many digital cable-ready televisions will have parental control capabilities in addition to the legally required V-Chip function. Please check the owner's manual or manufacturer for your particular television to learn about what parental control functionality may be available through your particular set.

What happens if I move?

If you move outside of Buckeye CableSystem's service area, you must return the CableCARD to Buckeye CableSystem. The CableCARD will not work in other cable systems. There is a charge of \$100 for an unreturned CableCARD. If you move within the service area, call Buckeye CableSystem at 419-724-9800 to notify Buckeye CableSystem of your move.