

**Give Your Customers The Best**



You have installed the best IPTV system available. You offer the best programming in your area. You have a com-

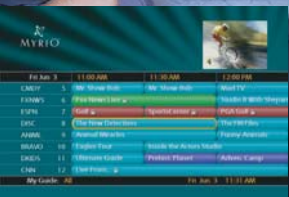
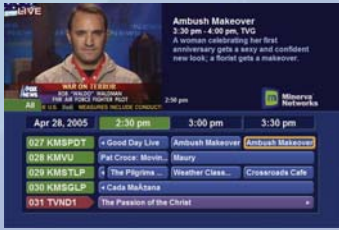
petitive price...and now what? Are your customers aware of all the features? Do they know how to create parental controls? Do they know the steps to set up a favorites list? Do they know how to order pay per view or video on demand?

**How We Do It**

MSCommunications IPTV Remote User's Guides do all this and more. We cover every feature available on your service, and we do it in everyday language, from how to turn on the set top box, to scheduling reminders, to locking out programming not suitable for children.

Whatever the customer sees on their TV screen, we have recreated in the the guide so your customers have complete confidence that they know exactly what they are doing.

Because accuracy is a must, we develop our IPTV Remote User's Guides with the cooperation of the industry's leading vendors, and our staff has extensive hands-on experience with each system. No matter what system you have, we have an IPTV Remote User's Guide for you.



**IPTV  
Remote  
User's  
Guides**

## Reap The Benefits

### Increase Revenues

Even when you have the latest and greatest technology, if your customers don't understand it, they won't use it. If your customers don't use it, it isn't earning you any money. MSCCommunications IPTV Remote User's Guides give your customers an understanding of the features you offer, and a comfort level that encourages them to purchase pay per view and video on demand, premium content, personal video recording and HDTV.

### Increase Customer Satisfaction

Using something you are not familiar with can be frustrating and discouraging. MSCCommunications IPTV Remote User's Guides lead your customer step-by-step for every feature of your service. Many competitors don't offer anything similar, and if their customers are unhappy, they might just become *your* customer.

### Reduce Calls and Truck Rolls

Can you imagine a grandmother calling customer service because she can't figure out how to make sure her grandkids can't watch R-rated movies at her house? Can you envision an installer making a visit to a home to resolve a problem, only to find out the customer just wasn't clear on what to do and thought something was wrong with their remote or set top box? MSCCommunications IPTV Remote User's Guides reduce call and truck rolls because the customer sees in the guide exactly what they will see on their TV, screen-for-screen, for every process and every feature.

## We Know The Big Names

We have been training CSRs and installers how to use and sell IPTV services for a number of years (before anyone called it "IPTV" in fact). We've been working with industry vendors for just as long. We know and work with the best in the industry to make sure our guides are as accurate and informative as possible. Below are some of the companies we have worked with, and some names you might recognize.



## Made From Scratch

### Guide Contents

MSCCommunications IPTV Remote User's Guides are made specifically for your service based on the IPG, set top box and remote control used for your service. All guides include quick references for the remote control and guide screen to get customers up and running quickly.

Each guide is arranged to best suit the way features are accessed for your particular service. We make sure everything is easy to find, easy to understand, clear and concise.

### Front and Back Covers

We design our guides to be pleasing to the eye, with attractive covers, layout, text and graphics. However, if you would like your guide customized with the logo for your service, your company, contact information or reminders on things like making pay per view or video on demand purchases, just ask. We are more than willing to work with you to make sure your guide not only represents your service, but your company.

### Talk To Us About Your Needs

For information on pricing, quantities and customization options, call us, write us, fax us, or send an e-mail. We can provide a guide that satisfies your needs, as well as your customer's.

### MSCCommunications

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