

Contact your Conxxus Support Team - *It's our pleasure to serve you!*

Customer Service

309-367-4197 (Metamora) • 815-795-5161 (Marseilles)

mtcocr@corp.mtco.com

Office Hours: Mon. - Fri. 8am - 5pm

Technical Support

800-859-6826

techie@mtco.com

Office Hours: Mon. - Fri. 8am - 5pm

Customer Resources

Support

Click on the **Support** tab at www.mtco.com to access documents and tutorials for Internet, TV, and Voice services.

Under the **Support** tab, click on **Service Status** for alerts on service outages or important service messages.

Live Chat & Web Chat

Communicate quickly with our Customer Service or Technical Support staff! Text us at 309-367-6826 or start a conversation at www.mtco.com

Connected Online

Visit www.mtcoconnected.com to see what is going on in your town! Local events and happenings, technology, and entertainment news.



Facebook/Instagram

Like us for fun and informative articles, videos, and sweepstakes!

Happy & Know It?



Visit www.mtco.com/review to recommend us on Google or Facebook



Referral Credits

Each time you refer a new customer to MTCO digiMAX, **you'll both receive a \$100 credit off your Conxxus bill!** Referral form at www.mtco.com/referral



Easy, Eco-Friendly Billing

- Access to your account 24/7 to securely pay your bill.
- No monthly checks to write! Sign up for automatic payments and paperless billing.
- Check data usage, start a trouble ticket, and so much more!

To register, have your bill in hand and:

- Install the "eBill Mobile" app in the Apple or Google Play store and then visit www.mtco.com and tap **My Account**, then select **Mobile Apps**, and tap "Setup Guide" and follow the instructions
- Visit www.mtco.com and click on the **My Account** tab, click on "MTCO eBill", then click "Register here."
- Or call customer service at 800-859-6826 for assistance.

Enjoy All Your Available Features and Services!

Be sure to see the enclosed instructions to start using these useful features today:

[ReStart TV](#), [Manage MyTVs app](#), [On Demand](#), [Premium Managed Wi-Fi](#) and more!



Passwords associated with your Conxxus account

Customer Security Password

This account password is used to verify who you are when you call in, start an online chat or contact Conxxus via e-mail.

E-mail Password

Used to sign in to your MTCO e-mail. To access webmail, visit www.mtco.com and click on "MTCO Webmail."

Wi-Fi

Password to connect to your wireless Internet connection in your home.

eBill

This is the password that allows you to pay your bill, check your data usage and open a trouble ticket with your service. To access eBill, go to www.mtco.com and click on "eBill."

Video On Demand PIN *(only available with MTCO Set Top Box and Remote Control)*

PIN number used to rent VOD content from your TV. Your Default PIN is 0000. To set up a unique PIN:

- 1) Press **Menu** on your remote control
- 2) **Arrow** down to "Settings" and press the **Right Arrow**, then press the **Arrow** down to highlight "Parental," then press the **Right Arrow** to highlight "Change Pin" and press **OK** on your remote..
- 3) **Arrow** down to "Old PIN" under the "Purchase PIN" section and enter 0000. Then arrow down to "New PIN" and enter your new unique PIN. Enter your new PIN again in the "Re-enter New PIN" field. Once finished, **Arrow** down to "OK" and press the **OK** button on your remote.

Parental Control PIN *(only available with MTCO Set Top Box and Remote Control)*

PIN number used to block certain programming on your TV. Your Default PIN is 0000. To set up a unique PIN:

- 1) Press **Menu** on your remote control
- 2) **Arrow** down to "Settings" and press the **Right Arrow**, then press the **Arrow** down to highlight "Parental," then press the **Right Arrow** to highlight "Change Pin" and press **OK** on your remote.*
- 3) Under the "Parental PIN" section, enter 0000 in the "Old PIN" field. Then arrow down to "New PIN" and enter your new unique PIN. Enter your new PIN again in the "Re-enter New PIN" field. Once finished, **Arrow** down to "OK" and press the **OK** button on your remote.

* Once you highlight "Parental," press the **Right Arrow** to access various Parental settings options.

Parental Controls are only available if you are using an MTCO Set Top Box with remote for your TV service.