

What is a set-top converter box?

A set-top converter box is a powerful computer that allows you to receive digital channels.

Do I need a set-top box?

A set-top converter box is only needed for additional programming. If you are interested in any of the packages including 24 hour high definition channels offered by GRF Broadband Services then a set-top box is required. However, if you are satisfied with the Community's basic offering of 74 channels (channels 2 – 99) then you don't need a set-top converter box.

Do I need a separate set-top converter box for each TV I have?

You would need a separate set-top box for each TV where you want to watch the additional programming. All other TV's in your home will continue to receive the Community's basic service of 74 channels (channels 2 – 99).

What types of set-top converter boxes does GRF Broadband Services offer?

GRF Broadband Services offers three types of set-top converter boxes. A standard set-top box, a standard high definition (HD) set-top box that is specifically for HDTV's, and a digital video recorder (DVR) set-top box that allows you to pause live TV and record and individual show or an entire series at the touch of a button.

What is the cost to rent a set-top box?

The standard set-top box is \$5.00 a month; the standard high definition set-top box is \$10.00 a month; and the digital video recorder (DVR) set-top box is \$15.00 a month for the first box and \$10.00 a month for each additional set-top box. These monthly fees offset (or "pay back") the initial cost GRF paid to purchase the set-top boxes.

Why does a monthly fee need to be assessed?

The monthly fee is assessed to help off-set the purchase of the set-top box and programming fees.

What do I get with the rental of a set-top converter box?

Each set-top box comes with approximately 30 additional programming channels and for HDTV viewers 5 high definition (HD) channels. In addition, an interactive program guide is included that allows you to navigate up to two weeks worth of programming.

Why doesn't GRF get a box for every home in the community?

Installing a set-top box in every manor would incur a large amount of capital money. Many factors would be considered such as the type of box and how many boxes should be installed per manor. In addition, to maintain and track a high volume of equipment would require additional personnel.

Furthermore, a set-top box is only required for additional programming and services. Residents who are satisfied with the current offering do not need a set-top box.

How much has GRF spent on buying the set-top boxes?

GRF has spent approximately \$1.5 million on about 4,000 set-top boxes.

How long would it take to pay GRF back for the purchase of set-top converter boxes?

It will take approximately 4 years to pay back the purchase of 4,000 set-top converter boxes.

What happens after that period?

The money acquired will be used to off-set programming fees and additional equipment expenses.

Will the box become obsolete?

Similar to other cable companies, as technology advances these boxes will become obsolete. The Golden Rain Foundation will continue to pursue advanced technologies that benefit the community, while simultaneously seeking creative ways to offset the cost of upgrading the technological infrastructure.