

### WHAT'S HAPPENING?

We are in the home stretch for the Cable TV conversion to HD! All changes will be completed by the end of October. We know this has been a very frustrating and drawn out process and your patience and understanding has been greatly appreciated.

If you don't have an HD receiver and you haven't already done so, please contact the office regarding upgrading to continue to receive programming!

With all the recent changes, we are looking at repackaging our line up to better suit you! As part of this initiative, we are looking for feedback from you; a Cable TV Survey was sent out in mid September via e-mail. Thank you to everyone who has already completed the survey. If you haven't completed it yet, please check your e-mail\* or pick up a paper copy at the office. The survey will be available until **October 15<sup>th</sup>**.

\*If you did not receive an e-mail please contact Nicole:

403-647-2115 Ext. #2  
mrconnect@mrcable.ca

Online payments in the customer portal on our website are temporarily unavailable. This does not affect online banking. Our apologies for the inconvenience – we hope to have it back up and working this month.

We are hoping to officially switch providers this month. Unfortunately, this process has taken much longer than anticipated. We don't have a confirmed date yet, but since this **will be service interrupting**, we are planning for evening on a weekend. We will update as soon as we have more information.

We've had people asking what we're doing behind the office, and we are excited to announce that construction for the new shop is underway! 😊

### TECH TALK

The **Independent Film Channel** and **Cosmopolitan TV** have come off-air. Corus network made the decision to stop airing these channels altogether, so they are officially gone from our lineup as of Sept 30<sup>th</sup>.

As many already know, **Fox Sports Racing** has also come off-air. Unfortunately, the feed is no longer be available to us.

Shaw has confirmed that the following Spokane channels will **not** be coming back:

370 NBC Spokane  
371 ABC Spokane  
372 CBS Spokane  
373 FOX Spokane

The only Western US network feed available is now out of Seattle.

#### MRCC Board of Directors

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