



Anchor's Point Owners: December 9, 2015

MediaCom - Cable Television Outage:

We have had several owners contact us concerning a Cable Television Outage. This outage should only affect a small number of owners with televisions that require digital converters.

Several years ago MediaCom upgraded their cable television service to a digital network. Owners with non-digital televisions were provided a converter so that they could continue to use their non-digital television.

At the time MediaCom went digital, the Kimberling Inn held the contract with MediaCom and the association reimbursed Kimberling Inn. So all of the converters provided to Anchor's Point owners were assigned to Kimberling Inn. Since then, the APCOA has contracted directly with MediaCom. However, we are now finding that the converters installed in Anchor's Point were not transferred to the Anchor's Point account.

Kimberling Inn / Table Rock Resort recently changed television providers. Since MediaCom is no longer providing television service to KI/TRR they have terminated service to all KI/TRR equipment. Unfortunately the converters that should have been transferred to Anchor's Point but were not, were terminated as well.

We have been working with MediaCom to correct the problem and have been successful with the units we are aware of. However, we do not know which units have converters installed.

What To Do:

- If you have digital televisions and do not have a Converter connected to any of your televisions
 - Do nothing, your televisions are not affected
- If you have a converter attached to any or all of your televisions we need your Unit Number and Converter Serial Number(s).
 - With Unit and Serial Number, MediaCom will be able to activate your converter
- If you have upgraded to a digital television, but still have a converter
 - You may remove the Converter and connect the cable directly to your television, then run the Setup / Search Channels option to find available channels.

The association has talked to Ozark Fun Rental concerning this problem. If your unit is on the OFR Management Program, they may be able to help you acquire the necessary information.

Ice Melt:

Ice Melt is being placed near the walkways to the parking lot. You should see a white bucket with the Ice Melt inside. There are still several more buckets to be placed, but they should be there soon. Hopefully with the Ice Melt in place, we won;t need any.

Have a Safe and Joyous Holiday Season...

Your APCOA Board

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