



Bristol Tennessee Essential Services

Electric • Internet • Telephone • Cable

News

Special Edition Summer 2012 ~ For Customers of Bristol Tennessee Essential Services

BTES Offers IPTV

IPTV — what is it? Why would I want it? What new services come with IPTV? Customers have been asking these questions and more about BTES' new IPTV cable television service. As more customers get the new services installed, they understand what IPTV is, why they want it and what makes it so much better.

So what is IPTV? IPTV is Internet Protocol Television, meaning that it uses a data network instead of the traditional radio frequency (RF) cable. This system offers our customers many new benefits that would not have been available otherwise. No other provider in our area offers IPTV.

And you are still wondering, "Why would I want it and what new services do I get?" Through IPTV, BTES will offer many new and exciting services, including Video on Demand (VOD), which allows customers to select and watch movies, television shows and special programming as soon as they are selected. Available movies range from new releases to older films, as well as popular television series. The VOD feature comes free with IPTV cable, and movie and program pricing varies per selection, with some content free!

Another benefit of having IPTV cable service is whole-home digital video recording (DVR). This system allows recordings on a DVR to be watched in any room the customer chooses, as long as there is a set-top box on that television. The DVR sends the recorded shows to that



television, ready for watching, so the customer only needs one DVR and has the ability to watch it on any television with a set-top box! This system also allows the customer to pause a recording in one room and start the recording in a different room on a television that has a set-top box. Customers with IPTV DVR services will also have access to Remote DVR Scheduling, which lets you view, schedule and change recordings on your DVR from your smart phone or computer!

Customers with IPTV cable will also receive more channels, including more than 20 additional HD channels, plus all the channels currently offered by BTES. New HD channels include Major League Baseball, The Weather Channel, Golf Channel, FX, Fox Sports South and many more. This adds up to more than 50 channels broadcast in high definition!

BTES is Now Offering
30 Mb and 50 Mb
High-Speed Internet!
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Exciting New TV, Internet and Telephone Services

Our new residential **IPTV ESSENTIALS^{plus} Package** is our most exciting state-of-the-art offering. It includes more than 200 digital TV channels, more than 50 HD channels and Video on Demand (VOD) channels with hundreds of movies and programs (some free, some for a fee and some HD). This package includes one new HD IPTV set-top box, which is required for all of the digital channels, music channels, HD channels and Caller ID on the TV screen.



With the **IPTV ESSENTIALS^{plus} Package**, the Internet service increases from 6 Mbps to 30 Mbps. The telephone portion of this package includes unlimited long-distance, voicemail, caller ID and a list of other useful features. Channels 2-82 will be available on additional televisions without a set-top box. This new **IPTV ESSENTIALS^{plus} Package** is our best value at \$134.95 per month.

For an additional charge, customers can add a new IPTV whole-home DVR (digital video recorder). One DVR can operate up to eight additional set-top boxes, providing whole-home functionality with only one DVR.

We are also rolling out our new residential **Essentials Plus Package** for \$109.95, which includes basic channels 2-82, up to 30 Mbps Internet speed, unlimited long-distance telephone, voicemail, caller ID and a multitude of other features, all served with fiber-optic cable all the way to the house.

Our website <http://ordernow.btes.net/ordernow/> has been updated for your convenience in viewing pricing for any of these new IPTV packages without making a trip to our office.

At BTES, we will continue our efforts to bring our customers the newest and best TV, Internet and telephone services at the most reasonable cost. Thank you for allowing us to provide your Essential Services!

Good Luck!

Mike Browder

BTES News

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Dr. R. Michael Browder
Chief Executive Officer

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Our Mission

To provide service to our customers,
employees and community that exceeds
their expectations.

Our Vision

To be the best electric, Internet,
telephone and cable television provider.

REMINDER

Please be sure that you have your account number readily available when conducting business at BTES. This will ensure the quickest and most reliable service for you!

All payment transactions require your account number. If you choose to use our drive-thru lane or inside window to pay your BTES bill, please provide your bill payment stub or your account number to the cashier with your payment.

Your account number is located on the upper left-hand side of your bill. Please write your account number on your check.

Thanks for allowing
us to serve you!



IPTV Continued from Page 1

Additional features include a more interactive channel guide with a *picture-in-picture* feature and the option to create a favorites list of your most-watched channels. Better parental controls will allow parents to completely block certain channels and remove the entire listing from the channel guide. Customers can also choose to add the very popular *Caller ID on TV* feature as well.

BTES is now offering a package that includes IPTV cable for \$134.95. The *IPTV Essentials Plus Package* offers IPTV cable with more than 200

channels, an HD set-top box, access to Video on Demand, Caller ID on TV, 30 Mbps of high-speed Internet, basic telephone service with seven calling features, voicemail and unlimited long distance, all for just \$134.95 — representing more than \$55 in savings!

Visit our website at www.btes.net for more information about IPTV, and use our pricing calculator for Internet, telephone and cable television services. Ready to sign up for IPTV? Call BTES today at 423-968-1526 or check www.btes.net.

Here is what our employees who have been testing the IPTV system say about their new services:

"I think it is great that you can record a show on one box and then watch it from any of the other boxes. It is nice if you start watching a recorded show in the living room and if it gets late, you can just pause it and finish watching the show in the bedroom. My wife, Suzy, loves all the movies available on Video on Demand. Now the hard part is to decide which movie to watch because there are so many!"

Kenneth King, Director of Operations and Safety

"The additional recording capacity of the DVR is amazing! There is so much space available I'll probably never use it all. I used to have two DVRs and they would both stay nearly full. Now I only need one DVR, which is about half-full but contains twice the content of my prior two!"

Diane Smith, Supervisor of Customer Service

"The Video on Demand is very exciting! Some of our favorite shows are on there to watch anytime, plus lots of new movie releases that we can watch on our schedule. Some of the movies even have extras that you can watch such as behind-the-scenes and alternative endings."

Jessica Waterman, Senior Project Coordinator

"I love the clear picture and the 30-second feature, which allows me to quickly jump through commercials on my DVR."

Debbie Baker, Lead Customer Service Representative

"I like the detailed information you get about each program from the program guide and being able to record up to four programs at once on the DVR while watching another."

Kevin Frederick, Energy Advisor

"I thought it was really awesome when I saw the recording light on my DVR come on just by using the remote DVR feature on my smart phone to schedule a recording."

Chris Gass, Systems Engineer

"The new channel guide makes it easier to search for programming. You can type in a program name, and the results provide all of the matching occurrences of the show over the next two weeks. You can search by title or even by actor name!"

David Hacker, Supervisor of Engineering

Upgrading Internet Speeds...Again!

BTES takes pride in listening to you and understanding your needs. We base upgrades on the needs of our customers and whether they will improve our system's reliability and provide you with comfort, convenience, entertainment and productivity, among other things.

Faster Internet speeds are going to be more important for your Internet connection. As a result, BTES researched the possibility of adding faster speeds, including 30Mbps and 50Mbps, and upgrading those customers who currently subscribe to BTES' Internet service a la carte to the next higher speed. We implemented the upgrade — without a price increase!

There is no need to call us. We have

already upgraded your Internet speed for you at no additional cost if you currently subscribe to our Internet services a la carte. We chose to implement the exciting speed increase to our customers quickly so that you can enjoy these services as soon as possible!

If you currently subscribe to any BTES package, you can upgrade to the next-fastest Internet speed for only \$10 more per month!

If you want to sign up for our high-speed Internet service or any other BTES service, call us today at 423-968-1526 or check www.btes.net. Don't forget to ask about our new IPTV cable services and the packages that include 30Mbps of Internet! Details of those packages are on the next page!

**50Mbps/5Mbps
\$69.95**

**30Mbps/5Mbps
\$59.95**

**16Mbps/2Mbps
\$49.95**

**8Mbps/1Mbps
\$39.95**

**512Kbps/256Kbps
\$16.95**

BTES Offers New and Improved Packages!

BTES is now offering two brand new and improved packages: Essentials Plus Package and IPTV Essentials Plus Package. Both packages include 30Mb of Internet and Voicemail, one of our most popular phone features. You can save more than \$55 by choosing one of these packages! Call BTES and set up your Internet, telephone and cable television services today!

Essentials *plus*

- Expanded Basic Cable **\$109.95**
- **30Mb High-Speed Internet**
- Basic Telephone Service with 7 Features
- **Voicemail**
- **Unlimited Long-Distance**

IPTV ESSENTIALS *plus*

- **IPTV Cable** **\$134.95**
- **VOD**
- **HD Box**
- **HD Tier**
- **Caller ID on TV**
- **30Mb High-Speed Internet**
- **Basic Telephone Service with 7 Features**
- **Voicemail**
- **Unlimited Long-Distance**

Upgrade to 50Mb Internet for only \$10!

Only need the basics?

Choose our **Basic Triple Play Package!**



\$69.95

Basic Cable
Channels 2-22

Basic Telephone
Caller ID with Name and Number, Call Waiting, Cancel Call Waiting, Unconditional Call Forwarding, Remote Access to Call Forwarding, Three-Way Calling, Speed Calling (One-Digit), Caller ID for Call Waiting

100 Minutes Long-Distance

2Mb High-Speed Internet



NEW IPTV Channel Lineup

Expanded Basic Cable

- 2 PBS WETP
- 3 HSN
- 4 CW4
- 5 NBC WCYB
- 6 MYT WAPK
- 7 PBS W8SBN
- 8 TV 68 WFLG
- 9 ABC WKPT
- 10 FOX WEMT
- 11 CBS WJHL
- 12 QVC
- 13 BTES Channel
- 14 Inspirational Network
- 15 TBN
- 16 City of Bristol
- 17 C SPAN
- 18 C SPAN 2
- 19 TV Guide
- 20 Jewelry Television
- 21 The Weather Channel
- 22 WGN**
- 23 Lifetime
- 24 Oxygen
- 25 Women's Entertainment
- 26 E! Entertainment
- 27 Style
- 28 Fox Sports South
- 29 ESPN Classic
- 30 ESPN
- 31 ESPN 2
- 32 The Golf Channel
- 33 NBC College Sports
- 34 Speed Channel
- 35 Sports South
- 36 TBS
- 37 USA
- 38 TNT
- 39 SoapNet
- 40 FX
- 41 PEG 2
- 42 T SPAN
- 43 TV Land
- 44 OWN
- 45 Game Show Network
- 46 Fox News
- 47 CNN
- 48 CNN HLN
- 49 MSNBC
- 50 CNBC
- 51 tru TV
- 52 National Geographic
- 53 The Learning Channel
- 54 HGTV
- 55 Food Network
- 56 SyFy
- 57 Spike TV
- 58 Comedy Central
- 59 G4
- 60 MTV
- 61 VH1
- 62 CMT
- 63 BET
- 64 Travel Channel
- 65 BTES Channel
- 66 Discovery Channel
- 67 Animal Planet
- 68 Nickelodeon
- 69 Disney Channel
- 70 Disney XD
- 71 Cartoon Network
- 72 The History Channel
- 73 TCM
- 74 AMC
- 75 Bravo
- 76 A&E
- 77 Hallmark Channel
- 78 ABC Family
- 79 ION
- 80 CSS
- 82 Gospel Music Channel

IPTV Digital Cable

- 101 Nick Jr.
 - 102 TeeNick
 - 103 Nickelodeon Too
 - 104 Nick Toons
 - 105 The Hub
 - 106 Boomerang
 - 107 The Science Channel
 - 108 Biography
 - 109 History International
 - 110 Investigation Discovery
 - 111 Military Channel
 - 112 diy Network
 - 113 Destination America
 - 114 BBC America
 - 115 Sundance
 - 116 Independent Film Channel
 - 117 Fox Movie Channel
 - 118 Lifetime Movie Network
 - 119 GAC
 - 120 MTV2
 - 121 MTV Hits
 - 122 MTV Jams
 - 123 CMT Pure Country
 - 124 VH1 Classic
 - 125 VH1 Soul
 - 127 MTV TR3s
 - 128 Lifetime Real Women
 - 130 CNN International
 - 131 The Cooking Channel
 - 132 Fit TV
 - 133 ESPN U
 - 134 NFL Network
 - 135 National Geographic Wild
 - 136 Chiller
 - 137 RTN WKPT DT 3***
 - 138 Bloomberg
 - 139 RFD Television
 - 140 Fox Business News
 - 141 MLB
 - 142 Cloo*
 - 143 Hallmark Movie Channel*
 - 247 WJHL Weather***
- ### IPTV HD Broadcast
- 201 NBC WCYB HD
 - 202 FOX WEMT HD
 - 203 ABC WKPT HD
 - 204 CBS WJHL HD
- ### IPTV HD Tier
- 801 HDNET
 - 802 HDNET Movies
 - 803 ESPN HD
 - 804 ESPN 2 HD
 - 805 HD Theater
 - 806 TNT HD
 - 807 Universal HD
 - 808 WETP HD
 - 809 Discovery HD
 - 810 The Learning Channel HD
 - 811 The Science Channel HD
 - 812 Animal Planet HD
 - 813 Food Network HD
 - 814 HGTV HD
 - 815 A&E HD
 - 816 The History Channel HD
 - 817 Biography HD
 - 818 National Geographic HD
 - 819 Lifetime HD
 - 820 LMN HD
 - 821 Hallmark HD
 - 822 Hallmark Movie Channel HD
 - 823 Oxygen HD
 - 824 E! HD
 - 825 Disney HD
 - 826 MSNBC HD
 - 827 CNN HD
 - 828 TBS HD
 - 829 Bravo HD
 - 830 CNBC HD
 - 831 SyFy HD
 - 832 USA HD
 - 833 Speed HD
 - 834 NFL Network HD
 - 835 Planet Green HD
 - 836 MLB HD*
 - 837 NBC College Sports HD*
 - 838 Comedy Central HD*
 - 839 Palladia HD*
 - 840 FX HD*
 - 841 Fox News HD*
 - 842 Fox Business HD*
 - 843 The Weather Channel HD*
 - 844 Fox Sports South HD*
 - 845 Sports South HD*
 - 846 Golf HD*
 - 847 BBC America HD*
 - 848 The HUB HD*
 - 849 Investigation Dis. HD*

Sports Tier

- 301 ESPNews
- 302 Fox College Sports (Atl)
- 303 Fox College Sports (Cen)
- 304 Fox College Sports (Pac)
- 305 Fuel
- 306 Fox Soccer Channel
- 307 Outdoor Channel
- 309 The Sportsman Channel
- 310 Horseracing TV
- 312 CBS College Sports

Spanish Tier

- 401 CNN en Espanol
- 402 Discovery en Espanol
- 403 Discovery Familia
- 404 History en Espanol
- 405 La Familia

HBO

- 501 HBO
- 502 HBO 2
- 503 HBO Signature
- 504 HBO Family
- 505 HBO Latino
- 506 HBO Comedy
- 507 HBO Zone
- 508 HBO (West)
- 620 HBO HD (East)
- 621 HBO HD (West)

Cinemax

- 509 Cinemax
- 510 More Max
- 511 Action Max
- 512 Thriller Max
- 513 Cinemax West
- 626 Cinemax HD

Showtime

- 514 Showtime
- 515 Showtime 2
- 516 Showtime Showcase
- 517 Showtime Extreme
- 518 Showtime Beyond
- 519 Showtime Family Zone
- 520 Showtime Women
- 521 The Movie Channel
- 522 The Movie Channel Xtra
- 523 Flix
- 524 Showtime (West)
- 622 Showtime HD (East)
- 623 Showtime HD (West)
- 624 TMC HD

Starz!

- 525 Starz!
- 526 Encore
- 527 Encore Action
- 528 Encore True Stories
- 529 Encore Westerns
- 530 Encore Love
- 531 Encore Mystery
- 532 Starz! Edge
- 533 Starz! in Black
- 534 Starz! Comedy
- 535 Starz! Cinema
- 536 Starz! Kids & Family
- 537 Encore WAM
- 538 Starz! (West)
- 625 Starz! HD

In Demand Channels

- 701-708 Pay Per View
- 721-726 ESPN PPV

Music Choice Channels

- 901 Hit List
- 902 Hip-Hop and R&B
- 903 Mixtape
- 904 Dance/Electronica
- 905 Rap
- 906 Hip-Hop Classics
- 907 Throwback Jamz
- 908 R&B Classics
- 909 R&B Soul
- 910 Gospel
- 911 Reggae
- 912 Classic Rock
- 913 Retro Rock
- 914 Rock
- 915 Metal
- 916 Alternative
- 917 Classic Alternative
- 918 Adult Alternative
- 919 Soft Rock
- 920 Pop Hits
- 921 90s
- 922 80s
- 923 70s
- 924 Solid Gold Oldies
- 925 Party Favorites
- 926 Stage & Screen
- 927 Kidz Only!
- 928 Toddler Tunes
- 929 Today's Country
- 930 True Country
- 931 Classic Country
- 932 Contemporary Christian
- 933 Sounds of the Season
- 934 Soundscapes
- 935 Smooth Jazz
- 936 Jazz
- 937 Blues
- 938 Singers & Swings
- 939 Easy Listening
- 940 Classical Masterpiece

Revised channel lineup effective June 2012



Bristol Tennessee Essential Services

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*Only available in IPTV Cable with a set top box **Basic Cable 2-22
*** Available to all subscribers

Helpful Hints in the Kitchen

Take your bananas apart when you get home from the store. If you leave them connected at the stem, they ripen faster.



Pick the right pepper. Peppers with three bumps on the bottom are sweeter and better for eating. Peppers with four bumps on the bottom are firmer and better for cooking.

Cut down on grease. Add a teaspoon of water when frying ground beef. It will help pull the grease away from the meat.

Use garlic appropriately. Add garlic immediately to a recipe if you want a light taste of garlic; add at the end of the recipe if you want a stronger taste of garlic.

Reheat refrigerated bread (biscuits, pancakes or muffins). Place in a microwave with a cup of water. The increased moisture will keep the food moist and help it reheat faster.

Get rid of fruit flies. Take a small glass and half-fill with apple cider vinegar and two drops of dishwashing liquid and mix well. Place glass near fruit.

Keep pizza crust crispy when reheating. Heat leftover pizza in a nonstick skillet on top of the stove - set heat to medium/low and heat until warm.

Unstick sticky foods when cooking. Before you pour sticky substances into a measuring cup, fill the cup with hot water. Dump out the hot water, but don't dry the cup. Add the sticky ingredient and watch how easily it comes out.



Favorite Recipes of BTES employees and customers

Egg Salad with Yogurt

By BTES Communications Specialist Leslie Boughers

- | | |
|---------------------------------|----------------------------------|
| 8 large eggs, boiled and peeled | 3/4 teaspoon dried dill |
| 1/3 cup low-fat Greek yogurt | 3/4 teaspoon kosher salt |
| 1 tablespoon mayonnaise | 1/2 teaspoon ground black pepper |

Chop eggs. In a large bowl, use a fork to whisk together the yogurt, mayonnaise, dill, salt and pepper. Add the chopped eggs and mix lightly with a fork until well combined.

Cheesy Meatballs

- | | |
|---|----------------------------|
| 3 cups (12 ounces) finely shredded cheddar cheese | 1/4 teaspoon black pepper |
| 1 cup biscuit / baking mix | 1/4 teaspoon garlic powder |
| 1/2 teaspoon salt | 1 pound lean ground beef |

Combine cheese, biscuit mix, salt, pepper and garlic powder in a bowl. Crumble ground beef over mixture and mix well. Shape into 1-inch balls. Place meatballs on a greased rack in a shallow pan. Bake at 400 degrees for 12 to 15 minutes or until meat is no longer pink; drain. Yield: approximately 4 dozen.

The Lighter Side

A little boy asked his grandmother how old she was.

"Thirty-nine and holding," she replied.

The boy thought for a moment and then replied, "Well, then, how old would you be if you let go?"





BTES Launches New Website!

In our efforts to continuously improve, BTES has launched a new website! Still using the same address at www.btes.net, the new site is better organized for your convenience and has many new features, including the ability to view pricing and packages for our Internet, telephone and cable television services, learn about our new IPTV cable services and apply for electric service, among many other new and exciting features.

Take a few minutes and browse our new site, become familiar with its features and learn what's new at BTES. If you have any questions or suggestions about our new website, contact us at webmaster@btes.net. We will review all suggestions and continue to look for ways to improve our services to better serve you, our customer.



Learn more about IPTV on www.btes.net

BTES
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Home • Internet • Telephone • Cable

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For Your Home **For Your Business**

IPTV ESSENTIALS *plus*

- IPTV Digital Cable**
Channels 2-82, 101-144, 247, HD Broadcast 201-204, HD Tier 801-849
- 30Mb High-Speed Internet**
- Video on Demand**
- 1 HD Box**
- Caller ID on TV**
- Basic Telephone Service with 7 Features**
- Voicemail**
- Unlimited Long-Distance**

\$134.95 per month plus tax

Order Now

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IP TV ESSENTIALS
Your **BEST Value**
\$134.95 per month plus tax

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Every business. Every Home.
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Energy Saving Tips
Go



TENNESSEE FIBER OPTIC COMMUNITIES



Your Comments Are Important

Please list the articles you found most interesting in this issue of **BTES News**, then clip out this form and mail it with your electric bill to the address below. (Special Edition Summer 2012)

1. _____
2. _____
3. _____

Other comments, story ideas or questions.

Please return to:
BTES News, P.O. Box 549, Bristol, TN 37621
 Phone (423) 793-5511

Name and address (optional)

1 GIGABIT COMMUNITY

Every Business. Every Home.

BTES offers Internet speeds of 1 gigabit per second to 99% of the homes and businesses in the entire BTES electric service area.

The Right Place to Live

The Right Place to Connect

The Right Place to Work

Contact April Eads:
 Aeads@gigabitcommunity.com
 www.btcs.net/index.php/economic-development