



Full Speed Ahead

Your Guide to Atlantic Broadband Services



Welcome!

Enjoy Reliably Fast Internet With The Best-in-Class WiFi Experience

Atlantic Broadband is dedicated to providing our customers with reliable, fast Internet and WiFi to meet all of your Internet needs. Whether you need fast Internet to stream the latest shows, work from home or play your favorite games all day long, our Straight Up Pricing™ allows you to customize and pick just the services you want – and nothing you don't. The price you see is the price you pay.

The Future Of High-Speed Home Internet

Through the pursuit of innovative new technologies and our unwavering focus on providing you the fastest, most secure, and responsive home WiFi network, Atlantic Broadband is providing its customers with a revolutionary adaptive and dynamic home connectivity experience.



The Speed You Need Based on Your Needs

No matter your lifestyle, Atlantic Broadband's high-speed Internet plans have you covered. Our different Internet options adapt to your connectivity requirements as they change, providing you with the ultimate Internet experience so you can keep streaming your favorite shows and movies across your devices.

Our High-Speed Internet Plans

**100
Mbps**

UNLIMITED FAST

- Streaming, browsing, gaming
- Ideal for 10-12 connected devices
- Unlimited Data

**400
Mbps**

UNLIMITED ULTRAFAST

- Multiple users streaming, gaming, downloading large files and more
- Ideal for 15-18 connected devices
- Unlimited Data

**1000
Mbps**

UNLIMITED GIGAFAST

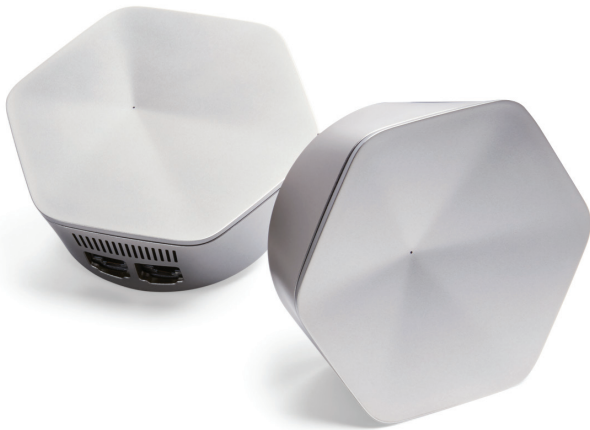
- Streaming and seamless Internet for the whole family
- Ideal for 20+ connected devices
- Unlimited Data

BASE INTERNET

- 50 Mbps (up to 200 GB usage per month)
- Designed for the very light Internet user

Enjoy Full-Strength, Uninterrupted Connectivity For All Of Your Devices With WiFi Your Way™

Atlantic Broadband's WiFi Your Way™, Powered by Plume HomePass®, gives you the service you want with the best WiFi coverage. Get reliably fast and dynamic control over your WiFi experience. Setup takes just minutes, and its user-friendly app allows you to monitor and manage your WiFi network – 24/7.



Adapt™
Consistent speed and coverage with WiFi that proactively adjusts to you



Access™
Intuitive tools for managing users, devices, and Internet access



Guard™
Best-in-Class online security



Sense™
Whole-home motion awareness for peace of mind

Product not available in all markets.

Customize Your Home Network

WiFi Your Way™ offers unprecedented control over your home WiFi experience. Completely customize your home network with individual user profiles, guest access, and parental controls managed in one place. Setting limits for device-level and Internet-level access has never been easier.



When setting up WiFi Your Way™, be sure to write down your current WiFi network name and password. If you reuse it, all of your WiFi devices will connect to WiFi Your Way™ seamlessly.



Key Features of WiFi Your Way™

- Eliminates dropped calls and dead spots, allowing you to enjoy the most reliable WiFi experience in every corner of your home
- Lets you monitor & limit Internet activity with Parental Controls
- Allows you to view all connected devices via a Network map
- Provides a secure WiFi experience for everyone in your household
- Makes it easy to set up & control guest access

Scan the QR Code for More Information

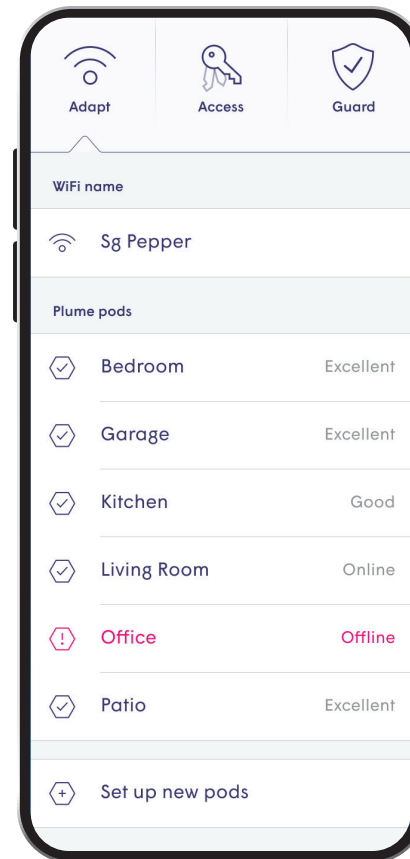


1. Open the Camera app.
2. Hold your device so the QR code appears in the viewfinder until you see a notification with a link.
3. Click on notification to open link.

Or visit atlanticbb.com/internet/wifi-your-way

WiFi Your Way™ App

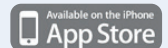
Maximize your experience with WiFi Your Way™ for expanded reach, added security and control via our mobile app. The WiFi Your Way™ App allows you to easily set up and manage your WiFi network.



Downloading the App



To download the WiFi Your Way™ App, go to the App Store or the Google Play Store and search for **WiFi Your Way.**



The WiFi Your Way trademark is owned by Atlantic Broadband. All other trademarks are the property of their respective owners.



Explore the TiVo Experience

Only Atlantic Broadband's TiVo experience instantly gives you total control of the TV programming you love and much more! The TiVo digital video recorder (DVR) also connects to the Internet and gives you access to an entire universe of On Demand movies, TV shows, and web videos. In addition, the TiVo Whole Home Solution delivers TV plus streaming video services, like Netflix and YouTube, to just about anywhere in your home!

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Or visit atlanticbb.com/TV/tivo-experience

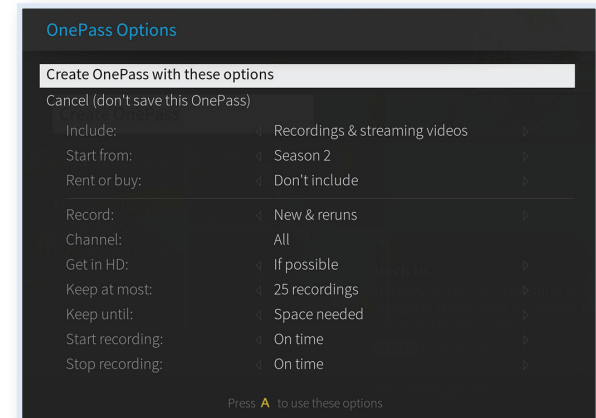
All You Have To Do Is Ask

The TiVo voice remote is the only remote that lets you speak in natural language and gives you the ability to narrow your search results as you go. Search for shows, tune to a channel, ask for recommendations – all you have to do is ask. To issue a voice command, press and hold and speak naturally into the remote. You can say things like “Watch NCIS” or “Launch Netflix” or “Find action movies.”



OnePass™ The Ultimate Entertainment Advantage

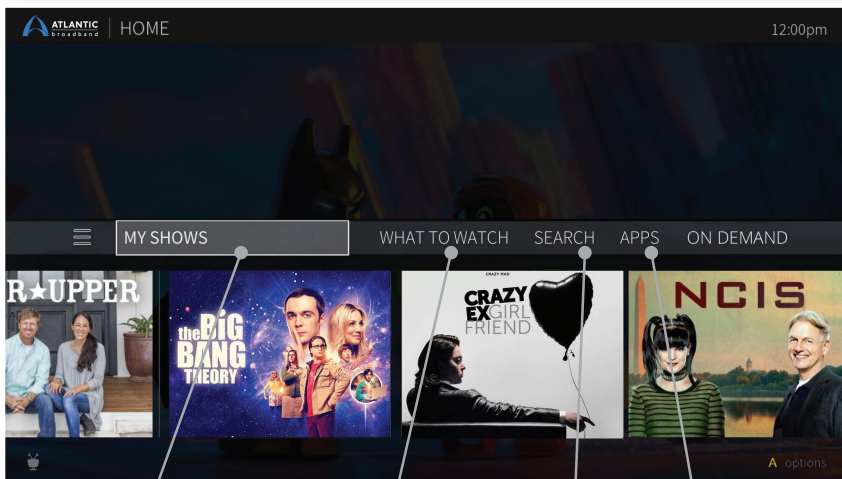
OnePass gathers every episode of a series available anywhere and adds them all right to your My Shows list. Now you can watch a series from beginning to end or start on any episode or season you want. If it is not available on TV or Atlantic Broadband On-Demand, OnePass fills in the gaps with episodes from providers like Netflix and more. To create OnePass, find a show you want to watch, and then choose Create OnePass.



Get Instant Viewing Recommendations

Looking for something to watch? The What To Watch section on TiVo's Home screen or Home menu allows you to browse shows available to stream, watch live, bookmark, or record—all divided into popular categories. You can also get customized suggestions on what to watch based on the types of programs, actors, or directors you have selected.

Get recommendations for live TV, On-Demand, streaming apps, and more—all in one place.



My Shows

Takes you straight to your recorded and streaming videos — all ready to watch instantly, no matter if they are TV recordings, on-demand shows, or streaming from apps like Netflix or Showtime.

What To Watch

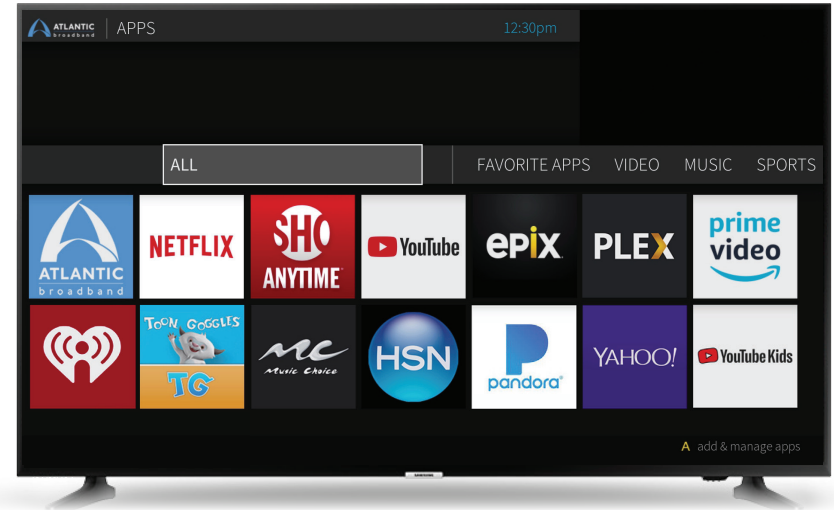
Lets you browse shows available to stream, watch live, bookmark, or record, divided into popular categories.

Search


Searches by title, actor name, or keyword — across TV, video on demand —and popular streaming apps all at once.

Apps

Lets you access your favorite streaming and music apps directly.



Access Your Favorite Apps Right On Your TV

Press  and get access to apps like Netflix, Prime Video, and EPIX.

Popular Apps in Online Streaming

NETFLIX

Watch thousands of TV shows and movies, award-winning Netflix originals, and access a special section just for kids right on your TV set. Customers must have a streaming Netflix membership in order to enjoy this service.

prime video

Watch all of the binge-worthy shows, blockbuster movies and award-winning Amazon Originals that you love from Prime Video. Simply say what you want to watch into your voice remote and start watching.

ePIX

With the EPIX app, you will have streaming access to EPIX original series and documentaries, along with more than 2,000 Hollywood movie titles, music, comedy events and more — all available on demand!

Third-party app availability subject to change. All trademarks are the property of their respective owners.

Watch What You Want Where You Want

With Atlantic Broadband, you can enjoy thousands of your favorite shows and movies wherever you are. You can watch TV online from any browser on any device. If you can get online, you can watch great TV.

Scan the QR Code for More Information



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Or visit atlanticbb.com/tv/tv-online

Atlantic Broadband TV Online App

With the Atlantic Broadband App, customers with TiVo can watch live TV, DVR recordings, On Demand shows and movies on the go. The app also allows you to schedule recordings remotely, download shows to take with you, or browse personalized recommendations to watch, record, or stream anywhere.

Key Features Include:

- **What to Watch:** Personalized recommendations for what to watch or record.
- **Integrated Search:** Search the Atlantic Broadband TV Online App for your favorite shows and movies available on streaming services like Netflix & Prime Video. Then link directly to watch!
- **On Demand:** Watch shows & movies on ABB On Demand on your mobile devices.
- **Remote DVR Scheduling:** Schedule DVR recordings on a mobile device from anywhere.

Downloading The App

To download the Atlantic Broadband TV Online app, go to the App Store or the Google Play Store and search for Atlantic Broadband. You will need your Atlantic Broadband email address and password to log in. If you don't have an email address or have forgotten your password, please visit atlanticbb.com/my-services.



Talk More For Less

With Unlimited Phone service from Atlantic Broadband, you can enjoy more ways to stay connected with friends and family. Talk as much as you want with unlimited nationwide calling and popular calling features like free Voicemail with online access, Caller ID, Call Waiting, and more.



Phone Features

Calling Features	To Enable/Access	To Disable
Call Waiting	Automatically enabled unless disabled prior to call.	*70
Call Forward		
All	*72	*73
Busy	*40	*98
No Answer	*42	*97
Service Call Forwarding	*63	*83
Speed Dial	*74 (digits 2–8) *84 (digits 21–49)	*75 (digits 2–8) *85 (digits 21–49)
Three-Way Calling	Press the switchhook/flash button. Dial 3rd participant. Once answered, press the switchhook/flash button again.	Simply hang up to end Three-Way Call. To just disconnect 3rd participant, press the switchhook/flash button twice briefly.
Automatic Callback	*69	
Redial Last Number	*66, press 1	
Do Not Disturb	*53	*54
Caller ID Blocking	*77	*67
Voicemail*	Simply dial *86 from your home to: <ul style="list-style-type: none"> • Set up your Voicemail. • Create a personalized greeting. • Retrieve/save messages. • Suspend service to use personal answering machine. <p>You can also listen to your Voicemail messages online via our Online Phone Manager.</p>	
Online Phone Manager	The Online Phone Manager lets you quickly and easily: <ul style="list-style-type: none"> • Manage Voicemail settings • Manage your calling features • View your call history <p>Simply go to phonemanager.atlanticbb.net.</p>	

Voicemail Service

With Atlantic Broadband Voicemail service, you'll never miss an important call whether you're out of town or on the other line. You can listen to your Voicemail through any computer connected to the Internet at atlanticbb.com/phone-manager-zip-code. See the Phone Manager section for more information.

Voicemail Service Features:

- Listen to messages at home, away from home or online
- Message playback controls (rewind/fast forward)
- Create multiple personal greetings
- Activate and manage multiple mailboxes
- Advanced mailbox management tools
- Spanish language menu option

Setting Up Your Voicemail

Accessing Your Voicemail

FROM HOME

1. Dial *86.
2. When prompted, enter your PIN and then press #.

AWAY FROM HOME

1. Dial your Atlantic Broadband phone number.
2. Press # anytime during your recorded greeting.
3. When prompted, enter your PIN and then press #.



You can also use our Online Phone Manager to receive notifications of new Voicemails or to get copies of Voicemail messages via your email. Visit: atlanticbb.com/phone-manager-zip-code.

Online Phone Manager

Accessing Your Online Phone Manager

To access the Online Phone Manager, go to atlanticbb.com/phone-manager-zip-code on a Windows PC or Mac.

1. Type in your ZIP Code and then click on the submit button.
2. You will then be taken to a screen prompting you to log in. Type in your Atlantic Broadband User ID and Password.

Scan The QR Code for More Information



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2. Hold your device so the QR code appears in the viewfinder until you see a notification with a link.
3. Click on notification to open link.

Online Phone Manager Features

- You can listen to any Voicemail messages you have by clicking the "View All" button under the voicemail header and then clicking on the orange play button.
- To change any of your phone features such as Call Forwarding and Call Waiting, simply click on any of the sections listed under Features.

Under each feature, instructions will be right on your screen informing you what the feature does and how to use it. Note: Any features you are currently using will have the orange toggle button enabled.



- To view your Call History, click on **View All** under the **Call History** section.
- To view your Calling Statements, click on the Statement tab at the top of the screen.

Home Wire Service Plan

The Home Wire Service Plan is an optional service available to customers for \$9.99 per month. Home Wire Service covers the cost of repairs to professionally installed wiring inside your home. This includes wiring that delivers Atlantic Broadband's Home Wire Service telephone service.

Eligible Services

Service Calls. Home Wire Service covers the cost of service call charges associated with a technician visit to your home for high-speed, video or telephone wiring. This includes wiring that delivers Atlantic Broadband's High-Speed Internet service, video signals, and/or telephone service.

Cable Modems Purchased from Atlantic Broadband. If you have purchased a cable modem from Atlantic Broadband, we encourage you to subscribe to our Home Wire Service Plan. A purchased modem from Atlantic Broadband with Home Wire Service will be covered for repair and/or replacement. In the event that you do not subscribe to Home Wire Service, purchased cable modems will only be covered by the manufacturer's 90-day warranty.



Ineligible Services

Home Wire Service does not cover repairs to customer-owned equipment such as TVs, VCRs, DVD players, computers or alarm system components. Applicable installation charges for initial connections, reconnection, or relocation of cable outlets are not covered by the Home Wire Service Plan.

Atlantic Broadband Equipment Replacement. If you require a repair or exchange of Atlantic Broadband owned equipment, no service fees will be charged, regardless of whether or not you subscribe to the Home Wire Service Plan. FCC regulations state that all customer premise equipment that customers pay monthly rental fees for (*Digital Receivers, Cable Modems, Remote Control Units and Digital Video Recorders*) will be maintained, repaired or exchanged at no charge to the customer.

Terms and Conditions. The terms and conditions of the Home Wire Service Plan are set in accordance with the applicable law and can be modified at the sole discretion of Atlantic Broadband from time to time.



QUICK START

Tips

Account Management

Need an Atlantic Broadband Email Address?

Visit us at atlanticbb.com/my-services to get your atlanticbb.net email address. Remember, you need one to manage your account online and access different features.

Forgot Your Atlantic Broadband Email Password?


Go to emailtools.atlanticbb.net/passwordReset




WiFi Your Way™ App

Download the WiFi Your Way™ App to easily set up and manage your WiFi Network. To download the App, search for WiFi Your Way in your App Store.

TiVo Experience

Watch On Your TV Press  once to go to the Home screen, or twice to go to the **My Shows** list—see your list of recorded shows.

To issue voice commands, press and hold . Speak naturally into the microphone. Release it when you are finished speaking.

Watch TV Online Go to tvonline.atlanticbb.net, and enter your Atlantic Broadband email address and password.



Atlantic Broadband TV Online App

To download our App, search for **Atlantic Broadband**.

Phone Service

Set Up/Access Your Voicemail

At Home: Simply dial *86.

Away From Home: Use our Online Phone Manager at phonemanager.atlanticbb.net