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Dear Customer,

Beginning January 22, 2018, DiamondNet will begin converting our current analog channels to an all-digital video format. In order to make this change successful with as little interruption as possible, the following changes will be occurring:

- **Channel 3, Analog Guide** has been eliminated and now requires a digital converter to receive our digital guide that is available.
- **Channel 28 The Outdoor Channel** has been moved to channel 114 and now requires a digital converter in order to receive this channel.
- Beginning January 22, the following channels will be initially converted to digital format and will require a digital box in order to receive these channels. Remaining analog channels will be converted in the weeks following January 22.
  - Channel 66 - Oxygen
  - Channel 65 - NBCSN
  - Channel 64 - TCM
  - Channel 63 - Lifetime
  - Channel 62 - Disney Channel
  - Channel 61 - National Geographic
  - Channel 60 - FXX
  - Channel 59 - Golf
  - Channel 58 - Bravo
  - Channel 57 - Fox Sports 1
  - Channel 56 - WE
  - Channel 55 - Food Network

In order to avoid any interruption to your service regarding the channels listed above, please contact our customer service department prior to January 22 and request a digital box for the number of TVs you have in your home. We appreciate your business and your patience as we strive to improve our quality of service and expand our capacity in order to offer more channels in the near future.

#### **WHY ELIMINATE ANALOG CHANNELS?**

- An all-digital lineup will provide customers with the clearest picture and best sound quality possible.
- Going all-digital will add capacity to our network and allow for more channel availability. Each analog channel takes the space of two HD channels and up to 6-8 digital networks.
- By converting to all-digital will allow us to free up more capacity in order to launch new channels and to offer more channels in HD format.

#### **HOW WILL THIS AFFECT ME?**

- Customer televisions will require a set-top box to continue receiving any channels.

#### **WHAT ACTION MUST I TAKE?**

- If you have a digital set-top box connected to all your TVs today, then no action is needed. However, if you have TVs in your house not currently connected to a digital set-top box, then you will need to pick up additional boxes for each TV that you would like connected to the DiamondNet service (First box is free and each additional box is \$2.95 per month). If you need technical assistance, we will be glad to assist you. Please contact customer service at (918)775-4151 for assistance with installation.

DiamondNet is committed to its customers and is doing everything possible to offer the best quality of service at the lowest possible cost.