

## Shaw Direct LTSS (Local Television Satellite Solution) Service

- LTSS is a totally free subscription to a limited number of local TV programming feeds within the Elliot Lake serving area
- Installation, including the required satellite & receiver is also free of charge
- The installed equipment (Satellite Receiver and Dish) becomes the property of the subscriber
- Service includes CBC, CTV, CITY TV, GLOBAL, TVO, CHCH and a half dozen other broadcasters
- Qualification Criteria: No one residing at your household has been a subscriber to any Cable TV, IP (Internet) TV or Satellite TV service provider (including Shaw Direct) within the past 90 days
- To subscribe:
  - Call Shaw Direct at 1 (888) 554-7827
  - State that you are applying for service covered by the LTSS Program
  - Inform the Shaw customer service agent that you reside in Elliot Lake - You'll be asked to give them your address - Be sure to provide them your Elliot Lake address, including your Postal Code
  - You'll be asked if you or anyone else in your household (in Elliot Lake) has, at any time within the past 90 days been a subscriber to any Cable TV, IP (Internet) TV or Satellite TV service provider (including Shaw Direct) - If you answer 'Yes' you will be immediately disqualified!
  - If you answer 'No', the Shaw agent should confirm that the LTSS service is available at your address (Should you be told otherwise, simply persist to the point of requesting to speak with a supervisor)
  - Once eligibility is confirmed, you will be told that your new Satellite TV Receiver will be mailed or sent to you by courier - If you are not as yet residing at your new lakefront property, then be sure to provide your current address for this delivery!
  - Shaw will then inform you that a Declaration Form will be mailed out to you - To expedite this step, request that the form be sent to you as an email attachments
  - Once you receive the form, sign and fax it back to Shaw at 1 (866) 782-7006 - Mark it as Attention To Shaw Direct Field Support Off-Line Team - The Fax Subject should indicate: LTSS Declaration Form
  - Shaw will then follow-up with a confirmation letter

Following that, Shaw will, within a reasonably short period, send you your new Satellite TV Receiver and request that you call them at 1 (888) 554-7827 to arrange an appointment to have the Satellite Dish installed at your lakefront property and finally activate the new service