

Dear NEP DVR Customer,

Due to contractual obligations, as of September 1, 2024, the way you use the Restart TV feature will change. *You will no longer be able to use the fast-forward function when using Restart TV.* The Restart TV feature allows you to restart a show from the beginning by the press of a button. However, the option of fast-forwarding during a *recorded show* when using the *DVR feature* will not change. Enclosed is additional information on Restart TV.

If you have any questions, please call our office Monday through Friday from 8:00AM – 4:30PM at 1-866-785-3131.

Thank you,

NEP Customer Service Team