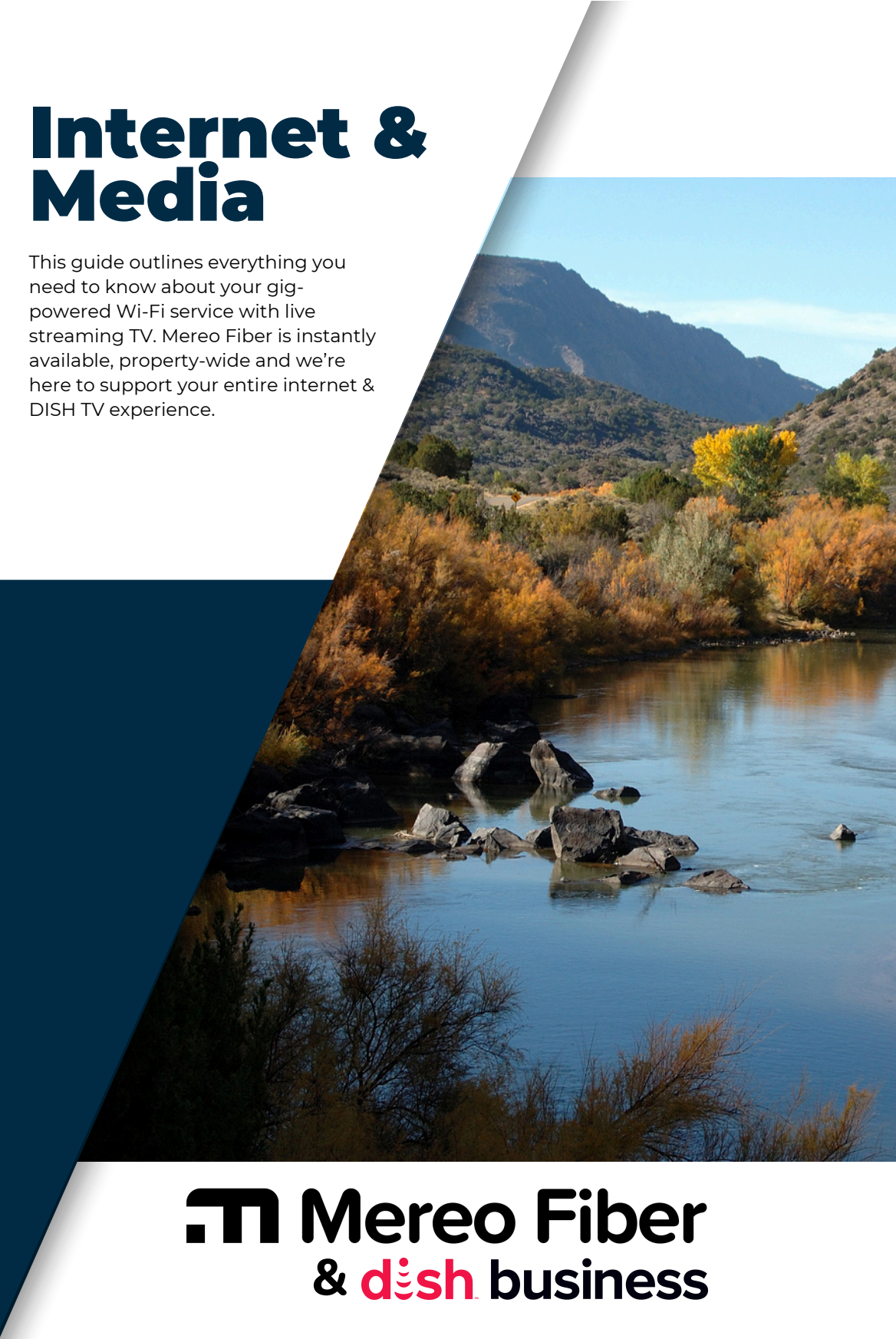


Internet & Media

This guide outlines everything you need to know about your gig-powered Wi-Fi service with live streaming TV. Mereo Fiber is instantly available, property-wide and we're here to support your entire internet & DISH TV experience.



Mereo Fiber
& **dish** business

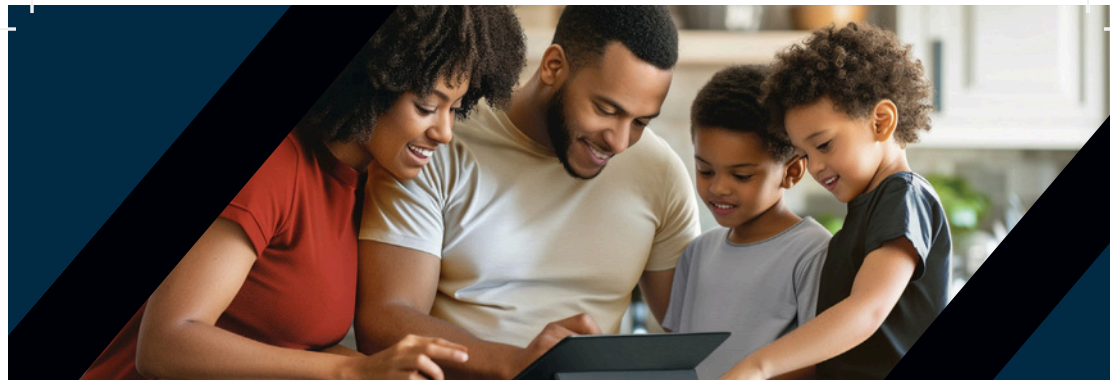


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Connecting to Mereo Fiber

Initial Account Setup

You will receive a welcome email with a link to set up your connect.gomereo.com account.

- Read the Acceptable Use Policy and agree to the terms by checking the box.
- Enter the email address associated with your account.
- Enter the one-time code provided in the email.
- Create a secure password for your Mereo Fiber account.
- This password is different from your Wi-Fi password.
- Click Submit.

Connecting to Your Wi-Fi Network

To access your Wi-Fi password, log in to connect.gomereo.com and in the Manage Profiles section, click on the eye icon to view your password.

Click on the pencil icon if you would like to change the password.

Note: The second half of the password is the secure token ID and cannot be changed.

Device Connection

For instructions on how to connect specific devices to the Wi-Fi network, please see the resource section in your account.

Support

- Select Add New Support Ticket from the Support Dropdown (the bell icon in the top right corner).
- Click the I Need Help with My dropdown and select the appropriate option.
- Enter a Summary and Description. The contact details will default to the primary account holder.
- Update as needed and click Submit to open the support ticket.

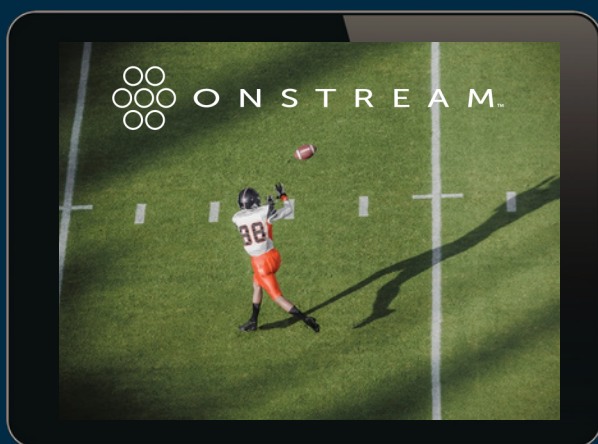
Current TV Lineup

1	NICK
2	FOX News
3	ESPN
4	HGTV
5	Disney
6	CNN
7	History
8	USA
9	TBS
10	A&E
11	Fox Sports 1
12	INSP
13	TLC
14	CMT
15	FX
16	AMC
17	Comedy Central
18	Grit
19	MTV
20	FXX

21	Travel Channel
22	SyFy
23	E!
24	Velocity
25	Lifetime
26	IFC
27	The Weather Channel
28	VH1
29	NBCSN
30	Paramount
31	Bravo
32	truTV
33	FOX Business
34	ESPNU
35	Pop
36	MTV2
37	QVC
38	WGN
39	CNBC
40	getTV



Live Streaming TV by OnStream™ Included



Stream live TV to any device - anywhere on the property. Visit watchDISHtv.com or select the OnStream app in the Amazon Fire TV app store.

OnStream app currently only available on 4K Amazon Fire TV Sticks, Amazon Fire TV Sticks Lite and Amazon Fire TV Cube.



Enjoy the Full DISH TV Experience

No contracts.
No credit checks.
No tech appointments.



Plus Many More

Get More TV for Less

Upgrade your TV package and get even more of America's top channels, including your all-time favorites & locals.

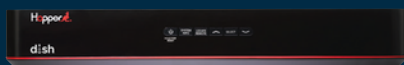


The Best Way to Watch

Get all your favorite news, sports and entertainment without worrying about casting devices or browser access. Enjoy your TV (or TVs) to the fullest with our best-in-class Hopper DVR technology.



Upgrade to a Hopper DVR



Hopper Duo®

Never miss a moment with tons of storage for all your favorite movies, shows and sports.



Hopper® 3

Select from over 80,000 movies and TV series, from new releases to free On Demand content.

On Demand programming depends on package and technology.

Enjoy all your apps in one place with access to YouTube, YouTube Kids, Pandora and Netflix.

Netflix and Pandora streaming memberships required.

Voice Remote

Find your shows faster without scrolling. Get the ultimate voice control experience with the DISH Voice Remote.

Requires internet connection, compatible device.



Package Upgrades

America's Top 120

+ LOCAL CHANNELS

\$25/MO.
Including Hopper Duo*

190
CHANNELS

A&E **HD**
AMC **HD**
Animal Planet **HD**
AXS TV **HD**
BabyFirstTV **SAP**
Bravo **HD**
C-SPAN **SAP**
C-SPAN2
CMT **HD**
CNBC **HD**
Comedy Central **HD**
Discovery Channel **HD**
DISH Studio **HD**
DishHOME Interactive TV
Disney Channel (E) **HD** **SAP**
E! Entertainment Television **HD**
ESPN **HD**
ESPN2 **HD**
ESPNEWS **HD**
ESPNU **HD**
FanDuel Racing
FanDuel TV
Food Network **HD**
FOX Business Network **HD**
FOX News Channel **HD**
FOX Sports 1 **HD**
FOX Weather **HD**
Freeform **HD**
Fuse **HD**
FX **HD** **SAP**
FXX **HD**
GET
Great American Faith & Living **HD**
HDNet Movies **HD**

HGTV **HD**
History **HD**
HSN **HD**
IFC **HD**
Investigation Discovery **HD**
ION
Lifetime **HD** **SAP**
MotorTrend **HD** **only**
MSNBC **HD**
MTV **HD**
MTV2
National Geographic **HD**
Newsmax **HD**
NewsNation **HD**
Nickelodeon/
Nick at Nite (E) **HD** **SAP**
Paramount Network **HD**

Pop **HD**
QVC **SAP**
Reelz **HD** **SAP**
Syfy **HD**
The Cowboy Channel **HD**
The Cowgirl Channel **HD**
TLC **HD**
Travel Channel **HD**
TV Land
USA **HD** **SAP**
VH1 **HD** **SAP**
WE tv **HD**

Plus Many More

America's Top 200

Includes all America's Top 120 plus channels listed below.

+ LOCAL CHANNELS

\$40/MO.
Including Hopper Duo*

240+
CHANNELS

ACC Network
BET **HD**
Big Ten Network **HD**
CBS Sports Network **HD**
Cooking Channel **HD**
Discovery Family **HD**
Disney Junior
Disney XD **SAP**
FOX Sports 2 **HD**
FYI **HD**
Game Show Network **HD**
Golf Channel **HD**
Great American Family **HD**
Hallmark Channel **HD**
Hallmark Family
Hallmark Mystery **HD**
Lifetime Movie Network **HD**
Magnolia Network
MLB Network **HD**
Nat Geo WILD **HD**

NBA TV **HD** **SAP**
NHL Network **HD**
Nick Jr.
Outdoor Channel **HD**
OWN: Oprah Winfrey
Network **HD**
Oxygen
RFD-TV **HD**
Science **HD**
SEC Network **HD**

SundanceTV **HD** **SAP**
TeenNick
Tennis Channel **HD**
UPtv **HD**
Vice **HD**

Plus Many More

America's Top 250

Includes all America's Top 200 plus channels listed below.

+ LOCAL CHANNELS

\$50/MO.
Including Hopper Duo*

290+
CHANNELS

American Heroes Channel **HD**
beIN SPORTS **HD** **SAP**
beIN SPORTS en Español **HD**
BET Her **HD** **only**
Bloomberg Television **HD**
Destination America **HD**
DISH Music – over
18 music channels
FXM **HD**
Logo **HD** **only**
MGM+ Drive-In
MoviePlex

MTV Classic
Nicktoons
Smithsonian Channel **HD**
Sportsman Channel **HD**
STARZ Encore **HD**
The Movie Channel (W) **SAP**

The Movie Channel Xtra (W)

Plus Many More

*Pricing listed includes Hopper Duo and access fee. Fees apply for additional receivers. HD=Indicates channels also broadcast in high definition. SAP=Free secondary audio feed. Available on select HD channels. All prices, fees, charges, packages, programming, features, functionality and offers subject to change without notice.



Explore Max

max

\$17/MO.

Prices, packages, programming and offer subject to change without notice. Additional charges taxes and restrictions may apply.

Premium Channels

Upgrade your entertainment with a premium package featuring the best original series, hit movies, documentaries and more!

Paramount+
WITH
SHOWTIME

STARZ

CINEMAX

\$10/MO.

\$11/MO.

\$10/MO.

Heartland Pack

Hallmark
CHANNEL

PixL

UPtv

Plus Many
More

12

CHANNELS

\$6/MO.

Featuring a collection of wholesome and family-friendly TV programming, the Heartland Pack is perfect for friends and family of all ages.

Latino Bonus Pack

ESPN
SPORTS

ESPN
DEPORTES

TELEVISION

UNIVISION

Plus Many
More

50+

CHANNELS

\$10/MO.

Only DishLATINO brings you all the games from the Professional Mexican League at the best price.



Resident FAQs

What services does Mereo Fiber provide at our property?

Gig-powered networks with enterprise-level security mean:

1. **Premium Wi-Fi.** Bingers can binge, gamers can game, and online shoppers can shop during peak hours. No lag, no buffering, no problem.
2. **Live Streaming TV.** Enjoy the most popular DISH channels, including locals, on any browser-enabled device.
3. **TV Upgrades.** Upgrade to the full DISH experience at reduced prices and get more channels, an award-winning DVR, thousands of free titles On Demand, and more. No contract, credit check or tech appointments needed.

Is there a contract for upgraded TV services?

Nope! DISH Business has no contracts.

How can I upgrade my TV services or contact customer service?

Call **800-454-0843**

How should I reach out in the event of an outage?

Please email: support@dish-fiber.com or call **866-794-6166**. However, your property is monitored 24/7 for internet connectivity so in most scenarios, Mereo Fiber is working on a solution before you're even aware there is a problem!

Do I need a satellite dish for additional services?

No, a dish is not needed for additional services in your community.