

## KTVS Support and Contact

### KTVS Payment Address

Karban TV Systems  
PO Box 2016  
Omaha, NE 68103-2016  
Phone: 1-800-236-0233  
Pay Online Through MyCarePortal

### General Correspondence

Karban TV Systems  
73A South Stevens Street  
Rhineland, WI 54501-3432  
Phone: 1-800-236-0233

### Billing Support – *9am to 6pm Monday – Friday*

If you have questions about a bill, please contact us at: **1-800-236-0233 Toll Free**

[Online Payments Through My Care Portal](#)

Set up recurring payments or make a onetime payment through our payment partner. You will be taken to the ["My Care Portal Secure Site"](#)

Note: Recurring payments set up online go through a billing cycle to be proofed. Your current bill must be paid in a separate one-time transaction.

### Online Internet Support

Visit our online support site <http://myaccount.ktvs.net>

The support site covers the topics listed below plus many others. This is a great tool to help you enjoy your internet experience. You will need to login using your E-mail Address and Password for some features.

### Internet Support by Phone

#### Who to Call?

#### **24/7 Technical Support @ (866) 910-4734. (Internet Problems Only)**

Call here first if you are having e-mail or performance problems, or if your Modem lights are on but you still can't get online.

(These problems are likely after the Modem. The 24/7 support staff will be the best equipped to help you.)

#### **Call KTVS Office @ (800) 236-0233.**

#### **Call here first if the Modem lights are off or flashing or if your Cable TV is also out!**

(This is likely a problem before the Modem. Our Local Technicians will be able to assist you.)

### Open Internet Disclosure Statement

Karban TV Systems Inc, herein referred to as KTVS is engaged in selling cable modem internet service.

- KTVS does not engage in blocking, throttling, affiliated prioritization, paid prioritization, congestion management or application specific behavior.
- KTVS does not restrict equipment beyond the cable modem.
- KTVS does not offer security.
- KTVS provides best effort cable modem service.
- KTVS has no data caps.
- KTVS does not share or sell customer information.

Pricing and plans are posted on our website [www.ktvs.net](http://www.ktvs.net)

For general inquiries and complaints, please contact us at: **1-800-236-0233 Toll Free**

### Cable Support

If you are experiencing cable TV problems, please contact us at: **1-800-236-0233 Toll Free**