

FOCUS Broadband Cable Update

Effective December 1, 2023

Notice Regarding Removal of Video on Demand & Time Shift

Effective December 1, 2023, FOCUS Broadband will discontinue offering Video On Demand (VOD) and Time Shift on our traditional cable TV system. If you would like to continue to have access to these features, you will need to convert to MergeTV.

The decision to discontinue these features is the result of a decline in the number of customers subscribing to traditional cable TV services. Much of the content that is available on VOD can still be accessed via their Watch TV Everywhere apps which can be downloaded to your favorite streaming devices. Watch TV Everywhere is included with your FOCUS Broadband cable subscription at no extra charge. For more information on these apps, visit www.focusbroadband.com/watchtveverywhere.

For questions regarding the removal of Video On Demand and Time Shift, or to convert to MergeTV, please contact our Customer Care team at 888-367-2862. We apologize for any inconvenience, and we appreciate your understanding in this matter.

Direct questions to FOCUS Broadband Customer Service:

910-754-4311 or 888-367-2862

Email: contact@focusbroadband.com

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