Frequently Asked Questions (FAQ):

What is the WOW! Digital Transition?

We are upgrading our WOW! network in order to enable delivery of more services to our customers in the future. During the upgrade, WOW! Cable channels will be converted from analog to digital format and upon completion, the WOW! Cable line-up you receive today will be delivered in an all-digital format. These changes create a foundation from which to deliver even more advanced services in the future, such as higher Internet speeds and interactive television features.

To continue watching your channel lineup without interruption, you will need to have a WOW! Digital Receiver or other digital equipment (including HD Digital Receivers, DVRs, HD DVRs or authorized cable cards) on every TV you use to watch WOW! Cable.

How do I know if my TV needs a Digital Receiver?

Once we begin the digital transition in your region, if your TV is currently connected to digital equipment (including Digital Receivers, HD Receivers, DVRs, HD DVRs or authorized cable cards), you do not need a Digital Receiver for that TV. To continue viewing WOW! Cable without interruption, you will need a WOW! Digital Receiver or other WOW! digital equipment connected to your TV.

Isn’t my WOW! Cable already digital?

Most of the television signals that you receive today are digital, but the channels in the Small/Basic and Medium/Expanded Basic Cable tiers have been carried in an analog format. As a result, these channels take up a lot of bandwidth, or capacity, on the network. Converting these channels to digital allows us to recapture this capacity, which can then be used to deliver new services including faster Internet speeds and interactive television features.

How do I order additional Digital Receivers?

To order additional Digital Receivers, visit the WOW! office at 3714 Wheeler Road, Augusta, GA 30909 or call 1-800-768-9760.

Business customers call: 1-866-876-8919

When will I receive my new WOW! Digital Receiver(s)?

You should receive your Digital Receiver 7-10 business days after placing your order.

How do I hook up my Digital Receiver?

Self-Installation instructions are outlined in the Digital Receiver Quick Start Guide that was included in your Digital Receiver Installation Kit or go to wowway.com/alldigi/fortgordon and click on the link “Quick Start Guide”

Do I need to activate my Digital Receiver?

Yes, please install all your receivers on or after December 5, 2017 and call 1-888-268-5872 to activate them to begin enjoying a digital experience.
Is there a cost for professional installation of my Digital Receiver(s)?

Yes. If you'd like WOW! to send a technician out to install your Digital Receiver(s), there will be $50.00 Installation fee.

What if one of my TVs does not have a Digital Receiver or other WOW! digital equipment by the time of the WOW! digital transition?

Without WOW! digital equipment you will not be able to view WOW! Cable.

When is the WOW! Digital Transition happening and what is my new channel lineup?

The digital conversion will occur in phases. On each date, groups of channels will be converted to digital signals and you will need WOW! digital equipment on your TV in order to continue to view those channels. Please see the complete transition schedule wowway.com/alldigi/fortgordon.

Are there any channels I won't receive after the transition if I connect a Digital Receiver?

If you install the Digital Receiver to your TV, you will continue to receive the same channels you currently see on that TV. In addition, with a Digital Receiver and an HDTV television you will receive the WOW! HD cable channels corresponding to the level of Cable service to which you subscribe.

Can I get channels with a Cable Card?

TVs with WOW! Cable Cards installed will continue to receive uninterrupted WOW! Cable service.

What happens if I have TVs connected to retail converter boxes received as a result of the FCC's 2009 Digital TV Transition?

TVs using one of these retail converter boxes are able to receive over-the-air TV signals, and are not receiving WOW! Cable channels. They will continue to receive the same over-the-air channels as they do today, and will not be impacted by this WOW! Digital Transition. If your TV is connected to WOW! cable, you need to have a WOW! Digital Receiver installed to continue to receive WOW! Cable channels on that TV.

Will I be able to receive HD channels as soon as the digital transition is complete?

With a WOW! HD Receiver (or WOW! HD DVR) and an HDTV television you will receive the WOW! HD cable channels associated with your WOW! Cable package. In order to view our HD channel line-up, you must have WOW! HD equipment and an HDTV set.

What happens if I do not plug my TV into WOW! Cable - can I still receive my local over-the-air channels on that TV?

If not connected to WOW! network you can still receive digital broadcast signals by hooking up an external Antenna. If your TV cannot tune digital signals an external tuner is available from various retail outlets.
Will these Digital Receivers cost me extra money?

Cable customers are provided up to two Digital Receivers at no charge until August 31, 2020 for orders placed prior to December 20, 2018. All additional Receivers will be billed monthly at $2.00 each per month.

Do I need to have an HD television to use a Digital Receiver?

No, an HD TV is not required. You will use standard definition coax cable (not HDMI cable) to connect your Digital Receiver to your standard definition television.