

Technical Support Department:

I am writing to request support for my <*insert Manufacturer name*> <*insert Model #*> Digital Television.

I am receiving my programming via Clear QAM from our local Cable provider and my television is not processing the PSIP data correctly. For example:

CNN has PSIP data to map as channel 20, but is displaying as 13.20 (RF Major and Minor).

Is there a firmware update that I need to download to my TV? Please let me know what can be done to resolve this issue.

If you would like to contact my television provider to discuss further, they can be reached via email at PSIP@summit-broadband.com.

Thank you for your help.

<*Insert name and contact information*>