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PLEASE READ

**Park Tower Condominium Association
15TH Tier Fiber-to-the-Home (FTTH) Re-Wire Schedule**

June 25, 2024

Dear Resident of Park Tower Condominium Association,

Please be advised that the Astound Broadband Fiber-to-the-Home re-wire project start date has been rescheduled from a Monday, July 15th start to Friday, August 16th. The details of the schedule are as follows:

Monday, July 15th – Thursday, July 25th :

- Astound will place PVC protection for the entire 15th tier from the top down (floors 55-3).
- Astound will begin coring on Thursday, June 18th that will overlap with laying of the PVC protection.

<ul style="list-style-type: none"> • Installation of PVC carpet and floor protection • Creating drywall opening: <ul style="list-style-type: none"> ○ Astound will need to cut a 2 ft. x 5 ft. opening in the existing drywall. ○ The location of the drywall opening will be on the living room side of the shared wall with the bedroom. • Vacuuming 	<ul style="list-style-type: none"> • Coring and Vacuuming
<ul style="list-style-type: none"> ○ 07/15 units from 55th to 50th floor ○ 07/16 units from 49th to 44th floor ○ 07/17 units from 43rd to 38th floor ○ 07/18 units from 37th to 32nd floor ○ 07/19 units from 31st to 26th floor ○ 07/22 units from 25th to 20th floor ○ 07/23 units from 19th to 14th floor ○ 07/24 units from 12th to 7th floor ○ 07/25 units from 6th to 3rd floor 	<ul style="list-style-type: none"> ○ 7/18 units from 55th to 46th ○ 07/19 units from 45th to 36th ○ 07/22 units from 35th to 26th ○ 07/23 units from 25th to 16th ○ 07/24 units from 15th to 7th ○ 07/25 units from 6th to 3rd

Park Tower Condominium Association 15TH Tier Fiber-to-the-Home (FTTH) Re-Wire Schedule (continued)

Friday, July 26^h – Monday, Aug 5th

- **Installation of Backbone Fiber (Access to Units 55-3)**
Astound will run backbone fiber 3 days and will need access to all the units in tier, floors 55-3, the following days:
 - o Friday, July 26th
 - o Monday, July 29th
 - o Tuesday, July 30th

- **Fiber Rewire, Drywall Closure, Drywall Patching, Sanding and Removing of PVC to occur per the schedule below.**

Fiber Rewire and Drywall Closure		Patch Drywall		Sanding & Removing PVC	
Date	Units	Date	Units	Date	Units
7/26	55 th - 49 th FL	8/2	55 th – 50 th FL	8/6	55-50
7/29	48 th - 37 TH FL	8/5	49 th – 44 th FL	8/7	49-44
7/30	36 th - 25 th FL	8/6	43 rd – 38 th FL	8/8	43-38
7/31	24 th - 12 th FL	8/7	37 th – 32 nd FL	8/9	37-32
8/01	11 th - 3 rd FL	8/8	31 st – 26 th FL	8/12	31-26
		8/9	25 th – 20 th FL	8/13	25-20
		8/12	19 th – 14 th FL	8/14	19-14
		8/13	12 th – 7 th FL	8/15	12-7
		8/14	6 th – 3 rd FL	8/16	6-3

We are excited to have this opportunity to provide you with our premier communication services and look forward to offering you the most innovative technology!

Thank you,

Astound Broadband Chicago

Park Tower Condominium Association

15TH Tier Fiber-to-the-Home (FTTH) Re-Wire

Frequently Asked Questions (FAQs)

1. Will the re-wire project cause any interruption to my current Cable and Internet service? No. Astound is installing a parallel backbone that does not require any interference with the existing coaxial system.

2. How should I plan for the fiber rewire project?

The work in your unit should take approximately 90 minutes to complete depending on the specific wiring that is required for your particular unit. Prior to the arrival of the Astound representative, please safeguard valuables and move furniture located between the point of entry and fiber termination point.

3. What will the fiber optic cable look like in my unit?

The fiber optic cable used in the units is very thin and almost invisible. It is too delicate to be run without being adhered to the wall, baseboard, or ceiling. To receive the newly contracted Astound service, you must have the fiber optic cable installed in your unit.

4. Can I request to have custom or additional wiring in my unit?

Yes, the on-site contractor can provide a quote and scope of work at the time of the unit wiring. Please notify the contractor of what additional wiring you would prefer. The individual quote will be based on the scope of work required.

You have the option to provide the contractor with a separate date and time to schedule custom wiring. Please note that custom wiring cannot be done during previously scheduled construction or installation times.

The resident will be invoiced and pay the contractor directly for any non-standard customized work. Payment due upon receipt.

5. The schedule does not include specific time slots. When will my unit be visited?

The wiring technicians will begin at the first floor listed at 8:00 am and proceed through the end of the floors listed.

6. What happens if my unit is not re-wired?

- Units that are not re-wired will not be able to receive the newly contracted services.
- After the re-wiring is completed, in each respective tier, an implementation project will be scheduled in order to install the new equipment and activate the new services in each unit.
- Upon completion of the implementation project, for each tier, the coax will be deactivated.
- Any units not re-wired will lose cable & internet service.
- Any unit that does not schedule to receive the new equipment will lose cable & internet service; as the existing equipment cannot operate in the fiber environment.