



## ACTION REQUIRED - PLEASE READ

August 7, 2024

Dear Resident of Park Tower Condominium Association,

Now that Astound Broadband has almost completed Phase One of the Fiber infrastructure installation for the 15 Tier, the next step is to schedule the installation of your upgraded equipment.

Your new Bulk Agreement now includes the following:

- **Astound Preferred Video Service**
- **Paramount+ with Showtime**
- **Three (3) Android Cloud Based HD/DVR Powered by TiVo**
- **1 GIG x 1 GIG Symmetrical High-Speed Internet Service**
- **One (1) Optical Network Terminal (ONT)**
- **Enhanced Mesh Wi-Fi (Includes up-to two Devices)**

To have your equipment upgraded at no charge you must call our Local Customer Center at **(312) 955-2647** Monday through Friday between 9am and 6pm. **Appointments can be made Wednesday August 21<sup>st</sup> through Saturday August 24<sup>th</sup>.**

**We will be decommissioning the coax infrastructure and to avoid loss of services through the coax infrastructure, you will need to contact us to have your fiber equipment installed.**

*Please contact us by Tuesday August 20<sup>th</sup> to schedule your upgrade appointment. Upgrades completed after Saturday August 24<sup>th</sup> are subject to standard installation and activation charges.*

In addition to the services included in your bulk package, Astound also offers mobile telephone service, additional enhanced mesh Wi-Fi devices, digital phone service, expansive tiers of additional HD programming, and much more. When contacting us, you will have the opportunity to personalize your Astound experience by adding to, or upgrading, your account with services that best fit your lifestyle.

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*

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## **Park Tower Condominium Association Frequently Asked Questions – Phase 2: Equipment Upgrades**

***\*Please note, fiber rewire must be completed first, prior to equipment upgrades\****

- 1. What happens if I do not participate in the upgrade project after my rewire has been completed?**
  - If you choose to have your new equipment installed after the free install period, you will incur an install fee of \$79.95. The current coax system will also be decommissioned shortly after the project. In order to maintain service, you must take action to upgrade the equipment on the fiber system.
  
- 2. Will I have a disruption in services between now and my upgrade appointment?**
  - No, your services will continue to operate as normal.
  
- 3. Will my viewing experience change?**
  - The main change is how recorded content is stored with the new equipment. The new equipment departs from traditional DVR offerings and, instead, you will receive a compact streaming device. You will be able to record content to the cloud so that you can access it anytime, anywhere on any device. You will still be able to access traditional TV channels through the guide on the platform.
  
- 4. How much time should I plan for the installation of the new cable and internet equipment?**
  - We allocate a two-hour window for our technicians to arrive at your unit. The install itself typically is not more than 45-60 minutes to ensure that all equipment is installed, functioning and appropriate customer education is performed.
  
- 5. What do I need to do to prepare for my installation of the new cable and internet equipment?.**
  - Please first ensure that you've had your wiring upgraded to Fiber.
  - It is required to move furniture and all other household items that may block areas surrounding the televisions for the technicians (i.e. power and cable outlets.)
  - Please ensure all furniture and valuables are at least three feet away from each wall plate.
  - Before the technician arrives, please be sure to secure your pet(s).



**6. Can I keep my Wi-Fi network and password the same?**

- Yes. The equipment will be exchanged, but the technicians are able to configure the same username and password as before. Please have this information available for them at the time of install.

**7. Will I lose my TV recordings?**

- Yes, the current DVR recordings cannot be transferred to your new Cloud DVR.

**8. Will I still have access to the Lobby Camera when I upgrade to the IPTV Cloud DVR equipment?**

- No, you will no longer have access to the lobby camera due to the new equipment not needing the coax feed to support the box. Management is currently working on a solution and be in communication when there is more information.

**9. Will I be able to keep any additional services outside of the bulk package?**

- Yes, if you would like to remove or add any services or equipment you can do so when speaking with an Astound representative or through the online order form.

**10. Will the technician reconfigure my personal devices (i.e.: wireless printer, laptop, etc.)?**

- Astound technicians are experts at installing and servicing Astound equipment. Any additional customer-owned equipment is considered third-party. Therefore, they are unable to assist with these requests. If your system is managed by a third party company, please ensure your provider is on site during your installation. Please ensure all equipment is operating before the technician departs.

**11. What is the internet speed included in the new bulk agreement?**

- The bulk service agreement includes symmetrical, 1 GIG high speed internet service. This means download and upload speeds are 1 GIG.

**12. How do I maximize my Wi-Fi speed?**

- A Technician will conduct a speed test before their departure. They will also ensure the best placement of your ONT. You can also visit our website at: <https://www.astound.com/learn/internet/optimize-wifi-speed/> for more information on maximizing your Wi-Fi speed.

**13. How many recordings can I store on the new Cloud DVR system?**

- The Cloud DVR can store up to 125 hours of HD content for up to 90 days. For a monthly fee of \$11.99, you may store up to 250 hours of content for 365 days.



**14. If my internet goes out will my video service also have an outage?**

- Yes, the Cloud DVR device is connected via the internet. You have the option to utilize our Astound TV+ app on any smart device that has internet (i.e. cell phone).

**14. Where can I find tutorials on the new IPTV streaming platform?**

- YouTube tutorials can be found [HERE](#) or by copying and pasting the link below into your web browser. They can also be found on the streaming receiver by navigating to Home > Menu > System and Account > Tips and Tricks on YouTube. You may also contact our customer service team at 800 4-ASTOUND with additional questions.

[https://www.youtube.com/playlist?list=PL60PjLEaCivONHyoLPnIO-1DqS7qm7\\_5h](https://www.youtube.com/playlist?list=PL60PjLEaCivONHyoLPnIO-1DqS7qm7_5h)

**15. I have multiple televisions in my home, does the new remote control work with each television in my home?**

- No, each remote will work with a single cable box. It is recommended to label your remotes, if necessary. If a technician is dispatched for support, a \$79.95 visit fee will be applicable.

**16. Will my television be compatible with the new Android Cloud HD/DVR equipment?**

- The new cable equipment is connected to your television via HDMI cord. Your television will need an HDMI input or Female HDMI Adapter. An HDMI cable carries both audio and video signals, you only need that one cable to get everything to your HDTV.

**17. What is an ONT and can you provide the model and dimensions?**

- a. The ONT is the modem that will be installed to provide internet service. We will provide the Calix GigaPoint 830G ONT. Dimensions: Width 3", Height 4", Depth 1.25", Weight 4oz.



**18. What is the EERO device?**

- a. The Eero device is the router that will provide Wi-Fi in your home. Please note that you will need to have a smart device to download the app used to connect this device. See below photo of the EERO equipment:



**19. What is the IPTV device?**

- a. The IPTV is the Cloud DVR equipment that will provide cable service in your unit. It connects to an electrical socket with a power cord and to the TV with an HDMI cord. It will connect to internet by utilizing your wifi connection. See included photo of IPTV



**20. How do I know if my television is an HDMI compatible television?**

- a. If it has a HDMI port, or the five component cables.
- b. If there is a logo such as EDTV, then it is NOT a HDTV.
- c. See photo below for HDMI Port



## 21. What if I do not have an HDMI compatible television?

- a. If you do not have a TV with an HDMI connection, an HDMI to AV adapter cable can be purchased for \$15 - \$20 from vendors such as Best Buy, Target, Walmart or Amazon

