



ACTION REQUIRED - PLEASE READ

April 12, 2022

Dear Resident of Carl Sandburg Village Condominium Association #7,

Astound Broadband is pleased to extend our bulk relationship with Carl Sandburg Village Condominium Association #7 and continue providing you with the latest technology in home entertainment! Your new Bulk Agreement now includes the following:

- **Signature Video Service**
- **(2) IPTV Boxes powered by TiVo**
- **500 Mbps High-Speed Internet Service**
- **(1) Modem and Wireless Router**

The new Agreement will upgrade your cable equipment to include (2) IPTV Boxes with Cloud DVR. Your internet has been upgraded from 110 Mbps to 500 Mbps. The television programming will remain the same.

Please contact Astound Broadband and schedule an appointment to have your new equipment and services installed prior to Saturday, April 23rd.

Installs can be completed at no charge if installed between **Tuesday, April 19th and thru Saturday, April 23rd**. **To have the new equipment installed, you must click [HERE](#) to complete an online order form.**

If you encounter any difficulties using the online form, you may call our Local Customer Center at **(312) 955-2190** Monday through Friday between 9am and 6pm.

Note: *Installations completed after Saturday, April 23rd are subject to standard installation charges.*

Due to COVID19 safety precautions, our technicians will arrive with the proper required PPE of mask and gloves.

In addition to the services included in your bulk package, Astound also offers enhanced mesh Wi-Fi, 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

Follow us on Facebook and Twitter to receive the latest Astound Broadband product information and news.



Carl Sandburg Village Condominium Association No. 7

Astound - Frequently Asked Questions

Astound/RCN Services Installation

1. What happens if I do not participate in the upgrade project?

- a. Besides not being able to receive the new video equipment and increased data speeds, you will be charged a monthly rental fee for any the video equipment that is no longer a part of the bulk agreement. If you choose to have your new equipment installed after the free install period you will also incur an install fee.

2. How do I get scheduled and sign up for the new equipment and service?

- a. A notice was sent out from Management, on behalf of Astound/RCN. The notice detailed the changes to the bulk agreement & the upgrade in equipment and data speeds. This notice also provided options for individuals to schedule their installation via a phone call to our Local Call Center.

3. What happens if did not receive an email confirmation for my scheduled appointment?

- a. If you did not receive an email confirmation, please call our Local Care Department to verify your appointment. You can contact our Local Customer Center at **(312) 955-2190** Monday through Friday from **9am - 6pm**.

4. How much time should I plan for the installation?

- a. 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?

- a. It is required to move furniture and all other household items that may be blocking areas surrounding the televisions for the technicians (i.e. power and cable outlets.)
- b. Please ensure all furniture and valuables are at least three feet away from each wall

6. Will my Wi-Fi network name and password change?

- a. No, the technicians are able to configure the same username and password as the previous account you had.

7. Will I be able to have any additional services outside of the bulk package?

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

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

- a. Astound/RCN technicians are experts at installing and servicing Astound/RCN equipment. Any additional customer-owned equipment is considered third-party. Therefore, they are unable to assist with these requests. Please ensure all equipment is operating before the technician departs.

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

- a. The bulk service agreement includes 500 mbps High speed internet service.

10. How do I maximize my Wi-Fi speed?

- a. During the installation of the new services and equipment our Technicians will determine the best location for your Modem/Router to ensure maximum coverage within the unit. Technicians will conduct a speed test before their departure.

11. What is IPTV?

- a. IPTV is Internet-based Protocol Television; where internet is used to deliver TV programs & Videos that are either live or on demand. IPTV is a system where digital television service is delivered to the subscriber through Internet protocol technology via the medium of broadband or internet connection. The platform powers the entire experience and enables personalized content discovery.

12. Will there be training on how to use the new IPTV streaming video services?

- a. Yes, Astound/RCN will be providing your property management with a flyer that has different dates and times for our training sessions.

13. I have multiple televisions in my home, does the IPTV remote work on each television in my home?

- a. No, each remote will work with a single cable box.

14. Will my television be compatible with the new IPTV Android equipment?

- a. The new 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.

15. How do I know if my television is an HD 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.



16. What if I do not have an HD compatible television?

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

