



IMPORTANT NOTICE

James Kilmer Condominium Association

August 7, 2023

Dear Residents of James Kilmer Condominium Association,

Welcome to Astound Broadband. In order to provide an additional layer of support, we have created a dedicated email address, specific for James House and Kilmer House. You can use this to send us any questions, concerns, or comments related to the performance and operation of your recently installed Astound services & equipment.

E-Mail a Representative directly at: JKCondo@astound.com

A locally based Chicago Astound representative will review and respond to your email messages within 24 business hours, Monday through Friday.

For any immediate troubleshooting, you can still call 800-4-ASTOUND (800-427-8686). Residents also have the ability to virtually chat with customer support staff. This option is available by selecting the chat icon on the bottom right corner of the astound.com website. This virtual chat feature is available Monday through Friday between 7am and 9pm, Saturday and Sunday between 9am and 7pm and holidays between the hours of 9am and 5pm.

We hope these additional layers of support reflect our commitment to our partnership with the Association. We look forward to addressing any outstanding questions, concerns or comments.

Thank you for your business.

Sincerely,

Astound Chicago