



# Hello, high-speed Wi-Fi!

Your property is installing Midco<sup>®</sup> Community Wi-Fi 360 – meaning residents will soon have premium, industry-leading internet as an included amenity!

But first, we need to set up access points throughout your building. That way, each unit will have a direct connection to our reliable network – so everyone can start enjoying your new, high-speed connection instantly.

Thank you in advance for your patience and cooperation during our installation process. We look forward to serving you!

## Installation Information

**Date:** {{Installation Date}}

**Time:** {{Installation Time}}

Midco representatives will be available at your leasing office from **{{Time Open}}** to **{{Time Close}}** during installation to answer questions.

## Getting Connected

Visit **MidcoPropertyWiFi.com**, and follow the on-page prompts to get started.

## Midco Guest Wi-Fi

If you have guests or need quick access to a network, your property comes with free, public Midco guest Wi-Fi. Remember that this network isn't fully secure compared to the in-unit connection – and it's sharing network bandwidth.

## Questions or concerns?

### Residents

Visit **Midco.com/ConnectedLife** for portal instructions, upgrade information and other useful tips.

### Property Managers

Visit **Midco.com/PropertySupport** to learn more about installation and supporting residents.

Or, reach out to the Midco customer care team at **1.800.571.5463**.



# Questions & Answers

## **Why do we need to install Wi-Fi access points?**

To get high-speed, private internet access, we use a specific type of technology that's secured in each unit – and will stay in the unit, even after you move out. Note that every unit will need a new access point.

## **How does this affect current Midco services?**

### **Internet Services**

Going forward, current Midco internet customers with a higher tier internet service will continue to receive the same services – but will only pay the difference between that and the speed we're now providing.

### **Internet Modems**

The new system will replace any current Midco modems, as well as non-Midco modems. If someone has a leased modem from Midco, mail it to, or drop it off at, a Midco Customer Experience Center. Find us at [Midco.com/Contact](https://www.midco.com/Contact).

### **TV Services**

If someone has other Midco services such as TV or TiVo<sup>®</sup> DVR, residents will continue to enjoy those services, but pricing may change – and current discounts might be affected.<sup>1</sup> We'll adjust bills automatically.

## **Can people upgrade services?**

We thought you'd never ask. Learn more about Midco speeds and TV packages above and beyond what's provided at [Midco.com/ConnectedLife](https://www.midco.com/ConnectedLife)<sup>2</sup>.

## **Do residents need to be present during installation?**

No. If someone isn't home during installation, property managers will give our technician access to enter the unit.

## **How long will installation take?**

Once the technician arrives, it should take 30-40 minutes to install an access point in each unit if the installation space is easily accessible. It may take Midco a few days to get all units installed and ready for services. Any current services shouldn't be interrupted during this time and people will be able to set up devices once the property's Wi-Fi appears in their network list.

## **What do I need to do before the installation?**

We'll install access points using the existing wiring structure, so please move any personal items away from your cable outlet(s) – clearing the space as much as possible. Our technicians can work around furniture, as they are able. If there is an issue with the existing wiring or if we need to create a new wiring structure in your building, please be aware that the overall installation time may be extended.

## **What if residents aren't current Midco customers?**

Midco has made an agreement with the property owner to install Wi-Fi in every apartment – and Midco Wi-Fi is now included in the monthly amenities. The same high-speed connection is available across the entire apartment building – no need for multiple networks.

**[Midco.com](https://www.midco.com) | 1.800.571.5463**

<sup>1</sup> TiVo<sup>®</sup> services may not be available in all areas and some restrictions may apply. TiVo<sup>®</sup> DVR requires a Midco Internet 50 connection or higher. TiVo<sup>®</sup> service fee is \$4/mo. TiVo and the TiVo logo are registered trademarks of TiVo Inc. and its subsidiaries worldwide. Speeds and pricing subject to change. <sup>2</sup> A one-time fee may apply for professional installation services if you upgrade to other Midco services not included in your monthly lease agreement. Speeds and pricing subject to change. All services are per month unless otherwise indicated. Price does not include taxes, franchise fee, broadcast retransmission or other fees.