



Midco Internet is Here!

Your residence is installing Midco® internet – meaning you'll have premium, industry-leading internet as an included amenity!

But first, we need to equip each apartment with a direct connection to our reliable network via a state-of-the-art cable modem – so you can start enjoying your new instant, high-speed connection.

Frequently Asked Questions

Why do we need to install a cable modem?

We use a specific type of modem that is secured in each apartment unit – and will stay in the unit, even after you move out. Every unit requires a new modem. If you choose to upgrade to a wireless modem, or keep your current wireless modem, you might have multiple modems.¹

How does this affect my current Midco services?

Current Midco internet customers who have a higher tier internet service will continue to receive the same services, but will only pay the difference moving forward.

If you have other Midco services such as cable TV or TiVo® DVR, you'll continue to enjoy those services, but your pricing may change and current discounts or bundles might be affected.²

If you currently have a Midco modem or any other Midco equipment in your apartment that you no longer need, you can give it to the tech at the time of your installation, call our customer care team and make a return by mail request, or return it to the nearest Midco Customer Experience Center. If you have any service issues during this transition or have questions about where to return your equipment, don't hesitate to contact our customer care team at 1.800.571.5463 after your new equipment is installed.

Do I need to be present during installation?

No. If you are not home during installation, then your property manager will give our technician access to enter your apartment.

How long will installation take?

Once the technician arrives, it should take 30-40 minutes to install a cable modem in your unit, as long as the installation space is easily accessible. Again, you do not have to be present for installation, but know that your internet services will be interrupted for a period of time. It will take Midco a few days to get all units installed and ready for service.

What do I need to do before the installation?

We'll be installing cable modems using the existing wiring structure, so we ask that you move any personal items away from your cable outlet(s) – clearing the space as much as possible. Our technicians can work around your furniture, as they are able. If there is an issue with the existing wiring or if we need to create a new wiring structure, please be aware that your install may take additional time and effort.

Your Installation Information

Date: _____

Time: _____

Midco representatives will be available at your leasing office from _____ during your installation to answer questions.

Questions or Concerns?

Reach out to our customer care team **after** your install date – we'll answer any questions and address your concerns. If you have questions prior to your installation date, contact your property manager.

[1.800.571.5463](tel:18005715463) | MIDCO.COM

¹ A one-time fee (\$50) 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.

² TiVo® services may not be available in all areas and some restrictions may apply. TiVo® DVR requires a Midco Internet 50 connection or higher. TiVo® 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.

Do my new services include Wi-Fi?

We are only installing a direct, wired connection via modem. If you want Wi-Fi, you can call our customer care team to upgrade to Midco Wi-Fi and only pay the \$8 equipment fee per month.¹

What if I'm not a current Midco customer?

Midco has made an agreement with your property owner to install modems in every apartment – and new or rerouted wiring needs may interfere with your current internet service provider's connection. If you have any questions or issues on this matter, please reach out to your property manager.

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

¹ A one-time fee (\$50) 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.