



Your building is getting an internet upgrade!

Hi, neighbor,

At Midco®, we always want you to have the latest tech and services to power home, work and play. That's why your building is switching to Midco Wi-Fi, our advanced whole-home wireless solution. Visit MidcoWiFi.com to learn more.

When will this take place?

A Midco technician is coming on _____ to install equipment in each unit. Your unit's installation will take approximately one hour. During part of the process, internet service will not be available in your unit. Please plan for this outage. If you have questions, contact your property manager.

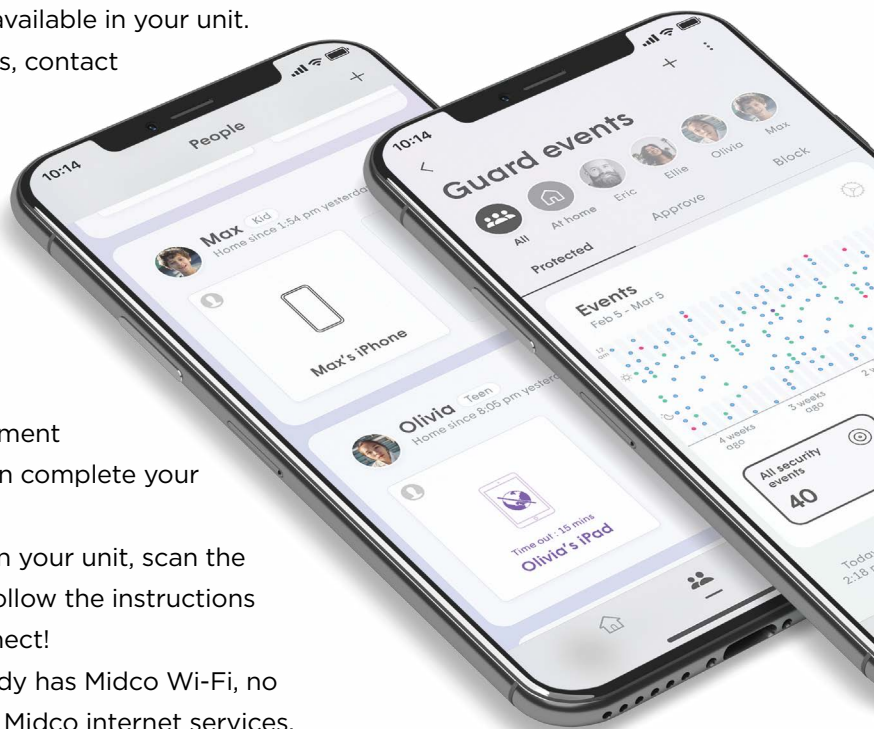
What do I need to do?

It would be great if you could be home during the installation. That way our technician can help you set up Midco Wi-Fi.

What if I can't be there?

The Midco technician will take care of the equipment installation for you. When you get home, you can complete your Midco Wi-Fi setup in a few steps:

- If you did not previously have Midco services in your unit, scan the QR code on your new Midco equipment and follow the instructions to order services, set up Midco Wi-Fi and connect!
- If you are a current Midco customer who already has Midco Wi-Fi, no action is required. You are ready to enjoy your Midco internet services.
- If you are a current Midco customer who has never had Midco Wi-Fi, download the Midco Wi-Fi app. Log in using your My Account username and password to connect.



What else do I need to keep in mind?

- **Make sure you can log in to your Midco My Account.** If you do not have an account, you can create one at **Midco.com/MyAccount**.
- **Download the free Midco Wi-Fi app.** You will need the app to manage Midco Wi-Fi. Use your My Account username and password to log in.

Will my network name and password change?

After setup, you'll notice your network name is your unit number. Your network name and password can be updated in the Midco Wi-Fi app. Tap the hamburger menu in the bottom right corner to open the Menu & Settings page. Then, tap **Adapt**. From here, you can change your network name and password.

What equipment is required?

You will need to use the Midco equipment mounted in your unit. This comes with a monthly lease. To help ease this transition, we will cover the cost of your equipment lease for the next six months if you have your own equipment or leased a standard modem from Midco.

Will my bill change?

Besides the monthly equipment lease, switching to Midco Wi-Fi will not change your bill unless you choose to upgrade your internet speed.

Thanks for choosing Midco. We're excited to bring you the best in services for the now and the next.

Sincerely,

Midco