



MIDCO
PROPERTIES®

Direct. Internet. Connectivity. Yes, please.

Your residence is installing Midco® Fiber 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 state-of-the-art equipment – so everyone can start enjoying an instant, high-speed connection.

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

Installation Information

Date: _____

Time: _____

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

Getting Connected

Each unit will have wall-mounted equipment with an Ethernet cord included. Residents can connect the Ethernet cord to a smart TV, gaming device or wireless router to start browsing.

Questions or concerns?

Residents

Visit Midco.com/ConnectedLife for setup 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**.

Midco.com | 1.800.571.5463



Questions & Answers

Why do we need to install equipment?

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

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 more details at [Midco.com/EquipmentReturn](https://www.midco.com/EquipmentReturn).

TV Services

If someone has cable TV or TiVo® DVR, those services will no longer be available. Instead, residents can receive MidcoTV® - our streaming TV service.² Price and current discounts may be affected. We'll adjust bills automatically.

Do my new services include Wi-Fi?

We are only installing a direct, wired connection. If you want Wi-Fi, you can call our customer care team to see if you are eligible to upgrade to Midco Wi-Fi and only pay \$10 per month.³

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.

What do I need to do before the installation?

We'll install equipment 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 internet in every apartment – and it's 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

1 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 are subject to change. All services are per month unless otherwise indicated. Price does not include taxes, franchise fee, broadcast retransmission or other fees. 2 MidcoTV requires Midco Internet and a DOCSIS 3.1 modem. The number of available channels, TV networks and TV Everywhere networks are subject to change and depend on your MidcoTV package. Visit [MidcoTV.com](https://www.midcotv.com) for more info. 3 Midco Wi-Fi (reg. \$10/mo.) is available in select areas to Midco internet subscribers. Price includes Wi-Fi equipment, licensing fee(s) and one Midco Wi-Fi Pod if needed. Additional service equipment fees may apply.