

## PAL Bulk Internet/Cable/Phone FAQs

The below provides additional information regarding the new bulk cable/internet and phone services available through Access Media 3, as well as FAQs tied to transitioning from existing RCN or other vendor cable, internet or phone services.

Please check back frequently as will expand this document as we are able to answer, as well. Should you have additional questions, please contact our property manager, the PAL Board or Access Media 3 directly.

### Table of Contents

AM3 Customer Service.....	2
Who do I call if I experience a service interruption? .....	2
How do I order extra services? .....	2
Is there an installation fee? .....	2
PAL Included Services / Upgrade Services through AM3.....	3
Do you have a channel line-up that I can review?.....	3
How do I order extra services? .....	3
How do I increase my internet speed? .....	3
What are the cable upgrade options? .....	3
How do I get additional HD, SD or DVR boxes? .....	3
How do I order extra services? .....	3
Is there an installation fee? .....	3
Service Transitioning for Existing Cable/Internet/Phone .....	3
When will the Security Camera be transitioned to the new service? .....	3
How do I cancel my existing RCN Cable and/or Internet Services?.....	4
Will there be cancellation fees / charges tied to these cancellations (since the PAL contract is being terminated and we no longer allow RCN in our building)? .....	4
Will residents be credited back the portion of the month that they will not be using? .....	4
What do I do with my RCN box(es) / modems / other equipment?.....	4
Can residents turn in equipment for more than one unit? .....	4
For those residents who currently have RCN internet service, will they be able to keep their email addresses after PAL's contract expires? .....	5
For those residents who have RCN phone service, will they be able to keep this service after PAL's contract expires?.....	5
Will we be reusing the existing infrastructure?.....	5
DirectTV Equipment .....	5
What are my equipment options with Digital DirectTV? .....	5
What is a receiver?.....	5
What is the cost of DirectTV's receivers and DVRs? .....	5

## PAL Bulk Internet/Cable/Phone FAQs

What is a Digital Video Recorder (DVR)? .....	5
What is the difference between Standard and High Definition programming?.....	5
What happens if I change my mind after my installation?.....	6
Will the cost of my receiver or DVR be billed to me or my management company? .....	6
How do I order extra services? .....	6
Is there an installation fee? .....	6
Channel Questions.....	6
What channel will the Security Camera on the Lobby be?.....	6
What will the new channel for ME TV be? .....	6
What about the Universal Sports channel? .....	6
High Speed Internet (HSI) from AM3.....	6
What is the High Speed Internet being offered to residents?.....	6
I have a wireless router or want wireless internet at my residence. What do I need to do to connect with your internet service?.....	7
Home Phone Service.....	7
What kind of voice services does Access Media 3 provide?.....	7
If I order voice service, can I request a new phone number?.....	7
Can I keep my current phone # and get AM3 voice service?.....	7
How much does a Fax line cost? .....	7

### AM3 Customer Service

All customer service requests should be directed to Access Media 3. Customer service is available 24/7.

- Via phone at 866-263-3241
- Via the internet at <http://www.am3inc.com/about/contactus>

### Who do I call if I experience a service interruption?

Call Access Media 3 at 1-866-263-3241 and a Customer Service representative will be happy to work with you to diagnose the problem and recommend a solution. You can call this number for programming or equipment information, upgrading your service, setting up new service, technical support, service interruptions and billing questions.

### How do I order extra services?

If you want to add equipment, contact Access Media 3 at 866-263-3241. If you want to add additional programming, contact DirecTV at 800-531-5000.

### Is there an installation fee?

There is an installation fee of \$50.00 if you want to add equipment after March 31 2012. There is no installation fee for new residents.

## PAL Bulk Internet/Cable/Phone FAQs

### PAL Included Services / Upgrade Services through AM3

#### Do you have a channel line-up that I can review?

PAL's bulk contract is tied to the Choice package at Access Media 3:  
<http://www.am3inc.com/directv/choicepackage>

Please see the website for full additional cable channels/packages.

#### How do I order extra services?

If you want to add equipment, contact Access Media 3 at 866-263-3241. If you want to add additional programming, contact DirecTV at 800-531-5000.

#### How do I increase my internet speed?

PAL's contract includes Access managed bandwidth internet at 6Mbps/3Mbps bulk speed. Owners can upgrade to 10Mbps/5Mbps speed for \$15/month.

#### What are the cable upgrade options?

PAL's contract for bulk cable extends to the Choice package. Additional options are available via Access Media 3's website: <http://www.am3inc.com/directv/channels>

Residents will receive a discount in upgrading from the CHOICE Package to other packages offered by DIRECTV.

**International Programming:** Residents will have access to programming from around the world. For information on specific channels and packages, see the appendix.

#### How do I get additional HD, SD or DVR boxes?

PAL's contract includes one HD/DVR receiver and up to three SD boxes per unit. Additional receivers are available for purchase; please see AM3s website for details (<http://www.am3inc.com/>).

#### How do I order extra services?

If you want to add equipment, contact Access Media 3 at 866-263-3241. If you want to add additional programming, contact DirecTV at 800-531-5000.

#### Is there an installation fee?

There is an installation fee of \$50.00 if you want to add equipment after March 31 2012. There is no installation fee for new residents.

### Service Transitioning for Existing Cable/Internet/Phone

#### When will the Security Camera be transitioned to the new service?

The Security Camera in the lobby will be transitioned to the DirecTV service on Monday, 01/09/12. This is in the middle of the installation windows to minimize the outages to owners as the camera will only be viewable from one service provider at a time.

Owners who transition to DirecTV prior to 01/09 will not see be able the view the camera until then; owners who transition after 01/09 will not be able to view the camera between 01/09 and their transition date.

## PAL Bulk Internet/Cable/Phone FAQs

### How do I cancel my existing RCN Cable and/or Internet Services?

Each resident will need to cancel their current RCN services over the PAL bulk contract, which will extend to anything that is billed directly to the resident. Residents should call **(312) 955-2500** to cancel and should cancel no later than January 14<sup>th</sup>, 2012. This is a local number and RCN representatives will be better informed about the bulk service cancellation at our building.

Please note that even if the accounts are closed, they will show RCN equipment and associated equipment charges until it has been turned in.

### Will there be cancellation fees / charges tied to these cancellations (since the PAL contract is being terminated and we no longer allow RCN in our building)?

There may be fees charged if residents entered into contracts with service timeframes restrictions that will not be met as of 01/14/2012. PAL is working with RCN to have these fees waived and will notify residents if we are able to confirm.

### Will residents be credited back the portion of the month that they will not be using?

Yes, as long as services are terminated prior to January 14<sup>th</sup>.

### What do I do with my RCN box(es) / modems / other equipment?

All RCN hardware, including HD/SD boxes, DVR boxes, modems, remote controls and power cords, need to be returned by the resident to RCN. Residents are responsible for equipment charges which will remain on their account until they turn in their equipment.

RCN will be hosting a lobby event at PAL on **Tuesday, January 17<sup>th</sup>, between 4:00p and 8:00p** for residents to turn in their RCN boxes, modems, remotes and other equipment they may have. Coax cable, HDMI cables, component cables and audio/video cables SHOULD NOT be brought down.

If residents wait until the scheduled event to return your equipment, your account will be disconnected only after ALL equipment on your account is returned and processed in our warehouse. If you chose to return equipment at the event, rather than at the payment center, we still recommend you call 312 955-2500 and cancel your service(s) once you have been switched to the new provider.

Residents can also return the equipment directly to RCN at 2640 West Bradley Place Chicago, IL 60618 (near Addison & California Avenue).

Telephone: (800) 746-4726

Hours: Mon-Tue, Fri : 9am–5pm | Wed-Thu: 9am–7pm | Sat: 9am–1pm | Sun Closed

RCN equipment can also be returned at the following currency exchange locations:

- 2735 North Clark | Mon – Sun 8a-12p
- 4638 South Cottage Grove | Mon – Wed 9a-7p, Thur & Fri 9a-8p, Sat 9a-5p
- 1808 West Montrose | Mon-Fri 8a-7p, Sat 9a-6p

### Can residents turn in equipment for more than one unit?

Yes. As long as you have the name and phone number associated to the account RCN will allow you to return equipment for another unit. They will print out a receipt for each return.

## PAL Bulk Internet/Cable/Phone FAQs

### For those residents who currently have RCN internet service, will they be able to keep their email addresses after PAL's contract expires?

Yes, for a minimal fee (approx \$5/month). Residents must request it when they call RCN to cancel existing internet services.

### For those residents who have RCN phone service, will they be able to keep this service after PAL's contract expires?

No, residents will not be able to keep any RCN services after the PAL contract expires. Residents can transfer their existing phone number to the AM3 provided phone service, however, please see the **Home Phone Service** section for additional detail.

### Will we be reusing the existing infrastructure?

Access Media 3 will make use of our existing coax infrastructure, so owners will be able to use the existing coax connections in their units. They will be installing a single dish on our roof, and will have to do some additional work to tie the dish into the existing structure for the new services.

## DirecTV Equipment

### What are my equipment options with Digital DirecTV?

You will receive a free HD-DVR receiver. You will need a receiver (or our DVR with a built-in receiver) for every television. We are supplying up to 4 standard receivers at no charge but there is a \$6 monthly fee for every receiver after the first receiver. The City of Chicago charges an 8% tax (0.48) on the monthly receiver fee. If you have a TIVO, it is not compatible.

### What is a receiver?

It is the equipment that allows you to view your DirecTV channels from the satellite to your television.

### What is the cost of DirecTV's receivers and DVRs?

You can receive a free HD DVR and up to 4 Standard Receivers at no charge. An additional HD receiver is \$99. A standard DVR is \$99 and an HD DVR is \$199. There is a \$6 monthly fee (+ \$0.48 city of Chicago tax) for every additional receiver or DVR after the first receiver.

### What is a Digital Video Recorder (DVR)?

A DVR is a device that allows you to record your favorite TV programs and stores it onto a hard disk in a digital format. The DVR allows you to record up to 2 other programs while watching a 3<sup>rd</sup> pre-recorded program. It also allows you to pause live TV without losing any programming and fast forward through recorded segments. It holds up to 400 hours of standard TV programming or 100 hours of HD TV programming. We recommend considering an HD receiver for televisions 36 inches and up or that are HD televisions.

### What is the difference between Standard and High Definition programming?

DirecTV digital programming is a broadcast signal which transmits a higher quality signal that provides a picture with more clarity. Standard definition signal distributes 400 lines of resolution and High Definition displays 1000 lines of resolution to the TV. Your resolution will also depend on the type and size of your television.

## PAL Bulk Internet/Cable/Phone FAQs

### What happens if I change my mind after my installation?

Yes, you can contact Customer Service at 866-263-3241 at any time after the initial installation to upgrade or change equipment. There is a one-time \$50 installation fee for adding equipment after March 31, 2012.

### Will the cost of my receiver or DVR be billed to me or my management company?

Upgraded or additional equipment is billed directly to the resident. Any monthly fees are also billed directly to the resident. Depending on your choices, you may receive a bill from AM3 for equipment and another bill from DirecTV for programming and monthly lease fees.

### How do I order extra services?

If you want to add equipment, contact Access Media 3 at 866-263-3241. If you want to add additional programming, contact DirecTV at 800-531-5000.

### Is there an installation fee?

There is an installation fee of \$50.00 if you want to add equipment after March 31 2012. There is no installation fee for new residents.

## Channel Questions

### What channel will the Security Camera on the Lobby be?

The AM3 channel for the lobby security camera is TV channel 13 (not DirecTV channel 13). The lobby camera was transitioned to AM3 services effective Monday, 01/09/12.

Viewing this channel will depend slightly on your television; you'll either need to turn off the DirecTV receiver and change your TV channel to 13, or if your TV has a "TV input" you should be able to simply change the input and then channel while keeping your DirecTV receiver on.

### What will the new channel for ME TV be?

This is one of the local Chicago channels and will be on channel 23.

### What about the Universal Sports channel?

DirecTV doesn't have a channel with that name but they have many sports channels in all of the packages. In the choice package which is **included** in the amenity, there are the following channels:

610	Big Ten Network
206	ESPN
209	ESPN2
207	ESPNews
213	MLB
212	NFL

## High Speed Internet (HSI) from AM3

### What is the High Speed Internet being offered to residents?

Internet service is provided to your unit at speeds of up to 6 mbps download/3 mbps upload. If you would like to upgrade to a higher speed of up to 10 mbps download/5 mbps upload, there is an additional \$15 monthly charge. You might want to consider the upgraded internet speed if you have more than one computer on your connection or if you are downloading music, video or movies.

## PAL Bulk Internet/Cable/Phone FAQs

Upgraded internet service will be billed directly to the resident. You cannot use a combination modem/router. Additional devices such as routers or the Cinema Plus Connection kit will affect your speed.

### **I have a wireless router or want wireless internet at my residence. What do I need to do to connect with your internet service?**

Your internet connection in your residence will not change. If you have an existing hardwired or wireless router, it should continue to work with our service. **You cannot use any modem/router combination.** If you want a router at your residence and you do not have it, you will need to purchase one.

We will not secure or reconfigure any routers. We do not support third party peripheral devices. Please contact the manufacturer, if you need assistance configuring or securing your computer network.

If you have an RCN VoIP phone line, when the RCN internet service is disconnected your RCN VoIP phone line is disconnected, too. You can get Access Media 3 VoIP service or a landline service.

## Home Phone Service

### **What kind of voice services does Access Media 3 provide?**

We provide a Voice over Internet Protocol service (also known as voice over IP or VoIP) for \$20 additional monthly charge. Our voice service offers unlimited local and long distance calling within the continental United States. International calling is available for an additional charge depending on the country. Our voice service features include 3-Way calling, Call Waiting, Call Forwarding, Caller ID, Call Display Block, Repeat Dialing and Voicemail.

### **If I order voice service, can I request a new phone number?**

Yes, please let us know that you will need a new phone number when you are ordering voice service. You will need to sign a 911 authorization disclosure form.

### **Can I keep my current phone # and get AM3 voice service?**

You can keep your current telephone number. You need to provide a copy of your current phone bill, sign a 911 disclosure form and sign a Letter of Agency form to port (transfer your phone number from your existing service to AM3 service). AM3 will then contact your current service provider to get your current number ported. Your phone number must be active to port. Please DO NOT cancel your current telephone service before your new telephone is set up in your home. Please allow AM3 30 days to contact your current provider for the porting request.

### **How much does a Fax line cost?**

The flat rate of \$20 is charged for a phone or fax line. AM3 is unable to offer linebacker service since our phone service is VoIP. We don't offer linebacker service since our phone service is VoIP.