

AT&T Islandia I Installation

Lessons Learned

As of December 18, 2014

With very few exceptions, the bulk installation of the AT&T U-verse services for TV, Internet and Telephone has been going extremely well. Special kudos to the AT&T installation technicians for their knowledge of their product and customer orientation and to Jason Glover, the AT&T project manager for staying on top of this transition. And, to Jack Neville and Ernie for their “on-site concierge” support. The few systematic problems we have generally originated with the description of the Islandia I bulk contract which is coded into the AT&T telephone representative support system, which we believe at this point has been corrected.

For those of you who have yet to call to set up the configuration for your TV, Internet, and telephone, you should do so as soon as possible. There are some things you should understand about our contract and questions you should ask to make sure your order is correct and that you will be billed properly.

1) When you call 1-888-899-9063 or 1.866.299.6824, select **option (2)** Orders, Monday – Saturday, 9:00 AM to 9:00 PM Eastern Time. Always select option 2. This will improve your chances of getting a telephone rep who has the right bulk contract information. **For repairs, call 877-353-5972** to reach a rep in Miami.

2) Be sure to identify yourselves as being part of the Islandia I Bulk Agreement for **three services**, TV, Internet, and Telephone. Many early adopters were told that telephone is not included in the Islandia I contract and were being charged \$30+ for it in their first bills. TELEPHONE with unlimited local and long distance service **IS** included in the contract and has been from the start.

3) The contract includes High Definition (HD) service. These channels start at 1,000+ but every unit will have HD service delivered to it for no additional individual charge.

4) The basic contract includes one HD/DVR receiver and one wireless HD/Receiver with Total Home capability which means the second, plus any other TV receivers, will be able to access and use DVR capability. DO NOT order the wireless receiver

for the second TV. If you do you may be charged for it, and wireless to the second TV IS included in the contract. But, do verify they are planning to install the second receiver as a wireless receiver as is quoted in the Islandia I Bulk contract.

5) Receivers beyond the second one will be charged at \$8 per unit and may or may not be wireless depending upon the decision by the installation technician.

6) Some people have been told if extra wiring is required there may be a \$149 charge for this. This is NOT true; as part of our contract AT&T will do whatever wiring is necessary to provide the necessary connectivity. To date, this has not been an issue because the AT&T personnel have done whatever is necessary without charge as stated in our contract. This apparently is part of the telephone script for regular retail customers.

7) Internet comes in three speeds, 12mb, 18 mb and 24 mb. There is no upcharge for the 12 mb service, a \$5 charge for 18mb service, and \$15 charge for 24mb service. As an aside, we use Netflix streaming for movies and opted for 18mb service at the recommendation of the AT&T technician and it has worked flawlessly. This is not a guarantee, but if you find you need more speed, you can always call for an upgrade.

8) I think telephone is covered in the FAQs and we've heard few problems related to telephone, but if you want to keep your current number tell them this up front.

If you decide to change your current telephone number or have a new telephone number as part of your installation, remember to let Margaret Leonard (772-229-3591) in the office know so she can update the door access listing outside of the entrance to the building.

9) When people sign up for retail services AT&T requires your social security number. Under our bulk agreement, a social security number is not required. Sometimes a phone rep will ask for it but if you don't want to give it to them you don't have to. Just tell them you are under the Islandia I bulk agreement which does not require a social security number be given. They may instead ask for your driver's license and date of birth.

When you complete your call with AT&T they should give you a summary of your personal cost for their services. The only additional charges your should be liable for individually should be additional TV channels above the U-200 selection,

Internet speed above 12mb, and more than two TV connections. There should be no additional installation charges or charges for the basic services.

The basic services in the bulk contract are paid for by the association starting January 1, 2015 and these charges will be part of your quarterly maintenance (\$72.25 plus taxes monthly) for these three services. Until this date, there will be no charges to the association or you individually for these base services (TV U-200, Internet 12mb, telephone unlimited LD & Local). You will only be liable for services above the base.

The good news is even if there is a mistake in the order, AT&T has been very quick to correct the billing and credit your account. Just call back and bring the coverage of the bulk contract to their attention. Unfortunately, AT&T has been slow to correct their billing system, so you will need to call back more than once.

For those of you with additional charges from DirecTV it is important to turn off their services once AT&T is installed to stop this billing. Once this is done, you should get a final bill from them and they will send you boxes to return your DirecTV equipment. Each Box is coded for specific receivers. To make sure you are credited with returning the right equipment, be sure you send the correct receivers matching the serial numbers on the right boxes. They will tell you which boxes and receivers they want returned, they may not want them all depending on which models you have.

If you have any additional questions that are not answered here or on the web site (www.islandiai.com), click on the "TV, Internet, and Telephone" link, drop me a note at golphinut@gmail.com and we'll get an answer to you as soon as possible.

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