

Frequently Asked Questions:

Last Updated - 12/18/2014 9:26 AM

1. In the past with AM3 and previously with Comcast, the Association contracted for “Bulk” services only for TV services. What is different with AT&T’s new contract?

Answer: The definition of “Bulk” is important to understand. Bulk delivery of a specific service means that service is available for use by all units and common areas of the Islandia I complex. A bulk delivered service is offered by vendors at a significantly reduced rate than is available in the retail marketplace.

This cycle when we solicited bids from AM3, Comcast, and AT&T we required the bids to include HD TV, high speed Internet, and telephone with the capability of selecting these bulk services individually or altogether. AT&T’s bid by far was the most aggressive for all three services and all three bulk services were chosen for price and quality reasons.

The owner survey reinforced owner interest in HD TV service as the base, high speed affordable internet as the building standard, and strong support for building wide telephone services at the very aggressive price point offered by AT&T.

Because all three of these services will be under the same bulk contract, they will be provided to all owners and common areas full time all year long for the five year term of the contract. An owner can choose to continue to use their current services, however, the 2015 Association maintenance charges will include a \$72.25 plus taxes monthly charge for these bulk services.

2. I am a resident of Islandia for six months each year. Can I turn off the telephone and save money when I am away?

Answer: No, the telephone, like TV and Internet, are part of the “bulk” contract meaning these services are delivered to all units, all the time for a much reduced rate (\$15 plus tax) which includes unlimited local and long distance as well as the following telephone features: Call Waiting, Call Forwarding, Preferred Call Forwarding, Caller ID, Caller ID Deluxe, Call Block, Anonymous Call Rejection, Three Way Calling, and Voice messaging/Voicemail.

This service includes unlimited voice minutes within the US and to Canada, Puerto Rico, the U.S. Virgin Island, Guam, and the Northern Marianas.

12/18/2014 9:26 AM

For those owners who have a land line from AT&T today and use it “seasonally” without the above features or included free local and long distance, there will be a marginal increase in cost to you.

3. I only have one standard definition TV in my unit. It appears the proposed AT&T TV offering will cost me more than with AM3/DirecTV does today. Is this true?

Answer: Yes, you will pay \$2.38 each month more than today. However, for this \$2.38 if you chose to stay with one TV, you will have the choice of either a HD/DVR or HD receiver, (or both) with an expanded set of available channels.

This is the **ONLY** configuration that is more costly and the committee’s recommendation necessarily is slanted toward what is best for the majority population of owners. There were 9 people (10%) in the owner survey who reported they had this configuration. The remaining 90% will save money while receiving greatly improved quality and content. In fact the total bill for all the responders went from \$15,840 to \$4,800 or a saving of \$11,040 annually.

4. I currently have an annual contract for Internet with AM3/Comcast/ or another vendor, that is up for renewal. If I renew with them, I will be paying for a full year and the AT&T Internet won’t officially begin until January 1st. What should I do?

Answer: You can renew your contract for the year and stay with them as long as you wish. However, you will be paying for AT&T Internet as part of the bulk agreement in your Association quarterly maintenance bill starting in January 2015. At this time the AT&T internet is available in the building and you should set up this account as soon as possible and eliminate the charges from the other provider of this service.

5. What is the speed of the AT&T internet connection? If I require a higher speed connection is this possible with AT&T?

Answer: The standard internet speed in the bulk package is 12 mbs download. The current annual plan offered by AM3 is 1.5 mbs. Most people will find the 12 mbs speed more than adequate for using the internet for e-mail and browsing. If you require higher speed you can sign up for 18 mbs (\$5 additional per month) or \$24 mbs (\$10 additional per month). If you require even faster rates, you may want to consider Comcast Business Internet Services.

6. Can I use my current modem and router with the new internet service?

Answer: No, AT&T will provide the modem and wireless router for no charge. Your current equipment for cable internet will not work with the AT&T U-verse services.

7. I understand the TV package includes channels in the U-200 package. If I want additional channel groupings can I purchase these individually and if so at what cost?

Answer: The standard channels included with the Bulk TV agreement along with optional TV channel services are listed at the end of this set of FAQs. The most common upgrades and monthly prices are:

TV U300 Channels - \$15.00

TV U450 Channels - \$47.00

Internet 18 mbs – \$5.00

Internet 24 mbs- \$15.00

HD Premium Tier- \$7.00

Additional Receivers- \$8.00 each

8. How will we transition to the new AT&T system?

Answer: During the summer AT&T will be upgrading their onsite equipment to facilitate the requirements of the new services. In October, individual owners started moving to the new equipment and disconnected from the AM3/DirecTV TV services. Internet and telephone have also been transitioned during this same time. If you have a telephone number that you want to keep, you will have this option. The internet service comes with a number of internet e-mail addresses that you may use, or if you have AOL, Yahoo, Hotmail, G-Mail or like web based e-mail addresses, you will not need to change your addresses.

9. Will building need to be rewired? Inside apartment? Wireless?

Answer: AT&T uses telephone wires to connect to their services for TV, Internet, and telephone. They have done a study of the Islandia I wiring and have concluded the current wiring is sufficient to provide these services. Should any individual unit be found inadequate, it is AT&T's responsibility to correct the wiring. The standard connection allows for a wired connection of your computer to the modem or a wireless connection throughout your

unit. This means you will have secure computer access wirelessly to any computers with wireless capability, or smart phones, or tablets. For a minimal charge you can purchase a wireless adapter to connect desktop computers wirelessly.

TV service from the primary Home DVR will be provided to a second HD unit with Total Home DVR capability, wirelessly. This means the connection will not be dependent on wires within your unit for the second TV set. If you have three or more TVs, it will be up to the technician to determine whether a wireless connection is required. Should the technician decide to use internal wiring and you still wish to have the additional TV connection wirelessly, you will have the option to purchase a \$49.95 adapter to do this.

DO NOT request the wireless connections at the time you call AT&T to set up your account, order additional features and schedule the installation date. You will automatically get a “free” connection to your second TV and the additional connections will be at the AT&T technical installer’s discretion with your agreement.

10. Will we need to return the DirecTV equipment?

Answer: Yes, all of the current DirecTV equipment including Standard, HD, DVR, and HD DVR receivers are leased from AM3/DirecTV and will need to be returned to them, along with their onsite equipment (satellite dishes, and onsite electronic connection equipment in the floor closets.) Our contract with AM3 ends 12/31/2014. On that date the plan is for AM3 to notify DirecTV to discontinue all TV service to the building. Anyone who has not made the transition to AT&T by the first of the year should notified DirecTV (1-800-531-5000), to discontinue their service to you, and you will receive boxes from DirecTV to ship their leased units back to DirecTV.

11. Are gateways and other in apartment equipment warrantied and replaced if they fail? Are the Total Home DVR and other DVR equipment the responsibility of AT&T for the duration of the contract?

Answer: AT&T warranties all equipment provided to and will repair or replace damaged equipment as AT&T deems necessary. You understand that repair or replacement of equipment may delete stored content, reset personal settings or otherwise alter the functionality of your equipment in some cases. At the same time, if the equipment is damaged due to your intentional acts such as tampering with the equipment or negligence as determined by AT&T, you will be responsible for the price of repair or replacement.

12. I am an owner and will be on-site in October. What steps should I take?

Answer: Call **1.888.899.9063** or **1.866.299.6824** and setup your account, select option (2) for Orders. On the same call you can schedule your October installation date and time. Once your AT&T equipment has been activated, you need to call DirecTV (1-800-531-5000) to discontinue your account with them, and they will send boxes to you for return of their equipment.

13. I am an owner but won't be on-site until December. What steps should I take?

Answer: Call **1.888.899.9063** or **1.866.299.6824** and setup your account, select option (2) for Orders. If you are unsure of your exact arrival date, you should call back at least a week in advance of your arrival to schedule the exact date and time for your installation.

You can call within 30 days in advance of your arrival to schedule your installation. Once your AT&T equipment has been activated, you need to call DirecTV (1-800-531-5000) to discontinue your account with them, and they will send boxes to you for return of their equipment.

14. I am an owner but won't be on-site until after the first of the year. What steps should I take?

Answer: Call **1.888.899.9063** or **1.866.299.6824** and setup your account, select option (2) for Orders. If you are unsure of your exact arrival date, you should call back at least a week in advance of your arrival to schedule the exact date and time for your installation.

You can call within 30 days in advance of your arrival to schedule your installation. Be aware that after January 1, Direct TV service will be discontinued to the building. Since you will not be onsite until January you will need to call DirecTV (1-800-531-5000) to discontinue your account with them, and they will send boxes to you for return of their equipment. If you will not be onsite until after January, call Margaret Leonard in the office (1-772-229-3591) to let her know that you need some special assistance.

15. I am an owner; but rent my unit on an annual or seasonal basis. What steps should I take?

Answer: Call **1.888.899.9063** or **1.866.299.6824** and setup your account, select option (2) for Orders. In discussion with your tenant, agree on an install date and the level of service desired (standard bulk or selected enhancements). Owner can then call and schedule an install date. Then renter can meet the ATT technician for the install and receive the training and information provided during the installation.

Once your AT&T equipment has been activated, you need to call DirecTV (1-800-531-5000) to discontinue your account with them, and they will send boxes to you for return of their equipment. If your renter for some reason is unable to box and send this equipment back to DirecTV, contact the Islandia office (1-772-229-3591) for assistance.

16. After the Islandia bulk services have been activated, how do I know my old phone has actually been cancelled?

Answer: ATT has advised us that the technicians orders are written in such a way that when the new phone is activated the old phone is automatically deactivated. Any overpayment will be credited and a check issued. If there are payments due, a final bill will be sent.

RECOMENDATION: To avoid problems, it is recommended that 2-3 days following installation owners contact the ATT call center, or the old phone vendor if other than ATT, to confirm the old phone service has in fact been cancelled.

17. I understand the first installation is part of the contract, and a few people don't come down until February or March. Are they are still covered as a "first" install regardless of when they arrive?

Answer: No matter when a resident signs up for service there is never a charge for installation throughout the contract period. So an owner can set up service at any time with no install fees. Also, if unit is sold and new resident moves in, they get free installation also.

18. I am a current AT&T Retail Customers with U-verse TV, Internet, phone, or some combination of these services. Do I have to do

anything to transfer the billing for these services to the Islandia I agreement?

Originally AT&T advised us that all current retail U-verse customers would automatically be switched to the bulk billing account. **THIS HAS CHANGED.** ATT has now advised us that, in order to make sure Islandia I retail customers are switched to bulk billing, current U-verse retail customers should call **1.888.899.9063 or 1.866.299.6824**, select option (2) for Orders between 9AM and 9PM. On this call identify yourself as an Islandia I owner and be prepared to give them your current Billing Account Number (BAN) and Pin #, and request that you immediately be switched to bulk billing. The BAN you currently have will remain you BAN under the Bulk agreement.

Once this is complete, your billing for retail services will cease and they will be billed under the Islandia I agreement. The only billing you should receive from AT&T after making this call will be for additional services above the Islandia I Bulk agreement (e.g., TV connections beyond two, 18 mbs internet, and additional channels like U-300). During the transition period from when you have the account transferred to be under the Islandia I Bulk agreement until December 31, 2014, there will be no charges for the basic contracted services to either you or the Association.

19. I am a current AT&T customer with residential landline telephone and or AT&T Internet (DSL or U-Verse) and I have it switched to seasonal to stop the billing while I am not at Islandia. Should I reactivate my service(s) before transferring them under the Islandia I Bulk agreement?

When you call 1-866-299-6824, select option (2) for Orders, to set up your account, tell the operator that your account is currently in seasonal mode. They will then activate your account and then transfer it under the Islandia I bulk agreement.