



**Owners Update: April 19, 2021**

**Wireless Internet Problems:**

After contracting with MediaCom for Wireless Internet Service for 9 years, during a recent MediaCom audit and data update, a review of our bulk account it was determined that Anchor's Point was not authorized for Wireless Internet Service. This determination by MediaCom has caused support problems and connectivity problems over the past 2 weeks.

**MediaCom's audit and data update were wrong.**

After going through the MediaCom Contract and supporting documentation we were able to support the fact that Wireless Internet Service was included in our 2013 contract and that Anchor's Point has always been authorized and paying for this service.

**Message from MediaCom Account Executive To Anchor's Point COA:**

Just to confirm, we have verified from your original contract that wifi service was included for the units receiving bulk data service on your account. Your account record in our customer service system should be updated to reflect this and avoid any further confusion.

Should individual units continue to have wifi or data service issues, please call the customer support number to schedule a trouble call, as needed.

Thank you,

**Dan**  
**Commercial Account Executive | Mediacom Business Services**

**Current Status:**

Having corrected MediaCom's mistake the issue has been corporately corrected and the data reflecting Wireless Internet Service for the Bulk Account and for each Unit Account has been set to Authorized. The Premier Support Staff will now know that your account has not just internet service from the box, but that you have Wireless internet service.

**Although the war is over there are lingering service issues.**

Many units have been restored or may have never lost Wireless Internet Service.

Other units still do not have Wireless Internet Service.

If your unit(s) does not have Wireless Internet Service you need to call:

**MediaCom Support – 888-845-6245**

You will need your **Unit Account Number** which may be found on our website:

**AnchorsPointCOA.org**  
**Services Page**

**Unit Account List** [Your Account Code will be next to your  
Unit Number]

Support may be able to **Reset** your modem/router remotely  
or you may need a service call.

This is absolutely a MediaCom error which could have easily been avoided.

Unfortunately, their error created our problem.

Please contact us if you need additional information or assistance.

**Your APCOA Board**

Joe Golding  
Jim Heimann  
Ray Loehr

Visit Us At: [AnchorsPointCOA.org](http://AnchorsPointCOA.org)