



Owners Update - Wireless Internet Service Update: May 4, 2021

MediaCom - Wireless Internet Service Update:

As we reported on April 19th, MediaCom; our Internet Service Provider, had an internal audit and data upgrade which erroneously terminated our Wireless Internet Access. Although the contractual issue has been resolved and MediaCom acknowledges that Anchor's Point has always contracted for, charged for, and paid for wireless internet service, some owners are still experiencing wireless access.

New MediaCom Procedures:

In coordination with Carl, our local MediaCom Service Technician, the following procedures are in effect:

1. If you have a MediaCom service issue, please report it to the Association.
 1. Send an e-mail to APCOAboard@anchorspointcoa.org providing:
 1. Name of Person Reporting Service Issue
 2. Unit Number
 3. Telephone Number
 4. Nature of Issue
 2. Your message will be forwarded to Carl; MediaCom
 3. Carl will Open a Service Call and contact you
2. MediaCom also wants to upgrade our Wireless Routers to MediaCom's current equipment
 1. The original Wireless Routers installed nine years ago are Cisco Routers.
 2. The Cisco Wireless Router is a black unit approximately 2" high and 7" wide and Cisco printed on the front
 3. If you have the original Cisco Wireless Router, please notify us as described above
 4. We will forward your message to Carl; MediaCom, to make arrangements to replace your original router with the current MediaCom Wireless Router.

The Board appreciates Carl and MediaCom's efforts to implement these escalation procedures to assist us through this issue.

Your APCOA Board

Jim Heimann
Joe Golding
Ray Loehr

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