



Anchor's Point Owners: April 25, 2022

Please see letter below from MediaCom concerning a scheduled Maintenance Outage of Internet Service tomorrow (or actually late tonight). Tuesday; April 26, 2022 between 12am and 6am.

Although this is at night, you may experience an outage during this time frame. Please read the letter below for details and actions you may need to take.

Thanks For Your Continued Support,

Your APCOA Board



Dear Xtream Internet Customer,

System Maintenance Notice:

In order to provide you with fast, reliable high-speed internet service, we need to routinely perform maintenance on our network. On Tuesday, April 26th, we will be doing maintenance on our IP address management system between the hours of 12 AM and 6 AM CST. This maintenance should not impact service for most customers, however, some customers could experience a short outage during this time period.

What should I do to prepare for this maintenance?

We recommend that you do not plan any critical activities that require internet connectivity during this time period and do not perform any reboots of your router or cable modem during this

What should I do if I lose service as a result of this maintenance?

In the event your system does lose internet and/or phone service, it should restore automatically once the maintenance has been completed. If after 6 AM CST on Tuesday, your system has not come back online, perform a reboot of your cable modem and/or router.

How do I reboot my modem?

To complete a reboot of your cable modem, unplug your cable modem and/or router from the electrical outlet. Wait 30 seconds, and then plug the modem back into the power outlet to initiate the reboot process. It will take approximately 10 minutes for the modem to complete the re-boot process and the modem LED status lights to indicate the modem is online. **Note:** If you have a separate router, once your cable modem has completed the reboot process and shows online, plug in your router to the electrical outlet and allow it to complete a reboot process and synch with your cable modem. This should restore your service in most instances.

If you still need assistance after performing these steps, you may visit us online at <https://mediacomcable.com>, utilize the [Mediacom Mobile Connect App](#), [text us at 66554](#) or contact us at [1-855-633-4226](tel:1-855-633-4226) for help. We appreciate your understanding, and thank you for choosing Xstream!

Sincerely,

Xstream Customer Service

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