

How To Access, Order & Activate Your Services

Your High-Speed Internet Service plus Home Wi-Fi Are Preloaded (Pre-Installed)

Your High-Speed Internet Service is preinstalled in your apartment home and available prior to your move-in.

Step 1 – Call us at 1-888-981-1849, we will create your account, step you through all of the upgrade options available, and you can then select and activate your services. Please have the following information available when you call to select & activate your services:

- Apartment home community (property) name
- Your apartment home address (including Unit # if applicable)

To Access Your High-Speed Internet Home Wi-Fi Service

There is no equipment needed to connect to your high-speed Internet service – you can either connect wirelessly via our Home Wi-Fi (your apartment home is equipped with our secure wireless router) or direct connect with an Ethernet cord into a RJ-45 jack in your apartment home. To access your Home Wi-Fi, the SSID & Password for the router in your apartment home is displayed on a label attached to cabinet found in a bedroom, bathroom or other closet in your apartment home (look below where you see our logo). If you cannot locate this label you can call customer service to retrieve the information.

Upgrade Product & Pricing Options

Upgrade Options

Static IP \$15.00 mo.
Augment your ability to run your own web site, remotely access your home PC, and participate in online gaming with a fixed IP address (if available).

Preferential Router Placement² \$5.00 mo.
IP Address fee for dynamic IP address if you require to connect your router directly to our switch.

Miscellaneous Fees/Charges

Professional Home Visit \$65.00
(Service Call, Relocate, Transfer, etc.)
Internet Service Installation/Activation
Self-Installation/Activation No Charge
Professional Home Visit \$65.00
Preferential Router Placement (IP address)
Professional Home Visit \$65.00
Transfer Services (any period between any residence). \$65.00
Downgrade Internet services No Charge



Getting Started



High-Speed Internet



Home Wi-Fi



Internet of Things

1-888-981-1849

www.opticalcommunities.com

Enjoy the Ultimate In Entertainment & Communications Amenities

Congratulations on signing your lease in your new apartment home community. This guide provides you with information on how to order and activate your Media Package (or bulk package) and the upgrade options that are available.

Your Media Package Includes

Standard High-Speed Internet Service plus Home Wi-Fi

Symmetrical 750 Mbps / 750 Mbps high-speed Internet access which also includes secure “Home Wi-Fi” service in your apartment home delivered over our advanced fiber-optic network built in your apartment community.¹

Upgrade Options and Invoicing

You can add additional services to your bulk High-Speed Internet Service plus Home Wi-Fi. Please view the Upgrade Product & Pricing Options section of this guide (or access the Product & Pricing Options link on our website for your apartment home community under “Find My Community”). Optical Communities will invoice you directly for any upgraded Internet service, miscellaneous/other fees, installation fees and service calls.

Valid email required on file. Credit/debit card and email address are required and will be used to obtain payment for all new customer accounts; credit card will be processed on a monthly and on-going basis for all charges. You must keep your email address and contact phone number current. Contact Customer Service directly if you do not receive your paperless bill notice. High-Speed Internet Service provided by Optical Communities. All Miscellaneous Fees/Charges are not refundable once order/ticket is placed &/or scheduled.

¹ Actual speeds for Internet service will vary due to a variety of factors. Speeds listed above are not representative of wireless speeds which can vary and due to many factors completely out of the control of Optical Communities relating to your device, antenna strength, operating system, wireless driver, processor, concurrent bandwidth usage from all of your devices (via WiFi), interference from other electrical devices, and more. Speeds for any 1/1 Gig service will typically max out at 940 Mbps. All users of all Optical Communities' services ("Services") shall be in compliance with all applicable international, federal, state and local laws and regulations, as well as abide by Optical Communities' Acceptable Use Policy ("AUP"), which is posted at www.opticalcommunities.com. Optical Communities may revise the AUP from time to time without notice by editing the information. Accordingly, users of Optical Communities' Services should consult the AUP regularly to ensure that their activities conform to the most recent version. Modifying, altering, tampering or removing with the enclosure where our router is mounted in your apartment home constitutes a violation of the Company's AUP. If a Technician is required for any reason the Professional Home Visit installation fee is required. Phone Install fees are not refundable.