

## Sea Ranch Club C Office

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**Subject:** AT&T UPDATES FOR SEA RANCH CLUB CONDOMINIUM

Dear Owners and Residents,

At the special areas committee meeting on Friday, February 22, 2019, the status of the upcoming transition from Comcast to AT&T as the provider for our bulk TV and internet services was discussed.

Guests were Larry Lewis, our representative from Cable Consulting Group; Ennis Kirkland, AT&T Technical Project/Construction Manager; and Steve Katz, AT&T Account Manager.

The following recap is provided to share information discussed, and is accurate as of Friday, February 22.

### **APPROXIMATELY WHEN WILL FINAL INSTALLATION BEGIN?**

Building A - By March 8 - possibly as early as February 28

Building B - February 26

**Building C - By March 8 - possibly as early as February 28**

### **WHAT'S INCLUDED IN MY BULK SERVICE?**

- One (1) DVR box & remote.
- Two (2) "slave" boxes for two additional TV's & remotes.
- U-verse U-300 channel package with over 300 channels including premium channels HBO, Showtime, Starz, Encore and The Movie Channel.
- To view the complete AT&T channel lineup, go to [www.searanchc.com](http://www.searanchc.com) click on "IN THE NEWS" at the top, and then click on the AT&T lineup link.
- AT&T Internet 1000 service with downstream speeds of up to 1 Gbps.
- Wireless gateway providing WIFI service.

### **WHAT'S NOT INCLUDED?**

- Telephone service is NOT part of the Sea Ranch bulk cable contract. AT&T provides this service, but it is an extra charge. Note: If you have telephone service with Comcast, DO NOT cancel it until you have made arrangements to port your phone number to another provider in order to keep your same number. If you want phone service with AT&T, you will need to call the AT&T service center number, TO BE PROVIDED TO YOU AT A LATER DATE. They will guide you through the porting process.
- Additional premium channels - When you make your appointment for installation, you will be able to subscribe to channels or channel packages not included.

### **INSTALLATION PROCESS**

The installation will normally take 60-90 minutes and be performed by one or two AT&T service technicians. The installation will include connecting the fiber optic cable already installed in your apartment to a DVR and a wireless gateway. Our contract with AT&T provides for one (1) DVR and up to two (2) additional slave devices for other TVs in your apartment which will have access to the central DVR. The installation will also include setting up Internet service and WIFI access to other devices in your apartment such as computers, cell phones, tablets, and other internet connected devices. If the WIFI speeds are not at the contracted level, AT&T will install devices called repeaters to boost the WIFI signal to a proper level. When the installation is completed, all your contracted for TV and internet services will be up and running.

## **SETTING UP APPOINTMENT FOR IN-APARTMENT INSTALLATION/ACTIVATION**

**Once AT&T "releases" a building**, indicating that it is ready for in-apartment installs, WE WILL NOTIFY YOU that you may call the AT&T Bulk Customer Center to set up a date and time for your individual installation. **Owners or residents must initiate this scheduling with AT&T.**

When making this call, AT&T may offer you additional services. It is up to you whether you choose to add them. Again, for the channel lineup, please go to [www.searanchc.com](http://www.searanchc.com), click on "IN THE NEWS" at the top, and then click on the AT&T lineup link.

## **SEASONAL OWNERS**

If you are out of residence during the initial installation process, you may do any of the following, once you have been notified that appointments are being accepted:

- Call AT&T to make an appointment for the install while you are still here.
- If you are out of residence during the initial installation, you may arrange for a friend or neighbor to be present during your installation. You'll need to call AT&T to make those arrangements, set up the name, time and date that someone will represent you in your unit.
- A week or so before your return to Sea Ranch, whenever that is, call AT&T to set up a date and time for the installation when you will be back in residence.
- SEASONAL OWNERS: Please read the section below "What Do I Need to Know About Comcast?"

## **WHAT DO I NEED TO KNOW ABOUT COMCAST?**

- The bulk service contract with Comcast will end on April 24, 2019, and all Comcast service will be suspended.
- EQUIPMENT: No matter when your installation is made, please make certain that you or someone on your behalf returns all Comcast equipment before April 24, 2019. This includes, boxes, remotes, routers, modems, etc. Be sure to get a receipt for your items that includes the serial numbers of all your returned equipment. The equipment will not work, but Comcast will charge you for the equipment--and those charges are very high.
- PREMIUM SERVICES: Be sure to also cancel any premium services that you currently have, beyond what is included in the bulk service such as internet service, premium channels, channel packages, etc.

Note: As soon as your AT&T service is up and running, you may return Comcast equipment and cancel Comcast premium services.

## **HOW DO I RETURN THE COMCAST EQUIPMENT?**

You may do any of the following:

- Take it to a local Comcast/Xfinity store.
- Take it to a Comcast/Xfinity return center.
- Take it to a UPS store, three locations are:
  - 49 N Federal Hwy  
Pompano Beach, FL 33062  
Phone: (954) 942-8656
  - 6278 N Federal Hwy  
Fort Lauderdale, FL 33308  
Phone: (954) 491-6245
  - 5079 North Dixie Hwy  
Oakland Park, FL 33334  
Phone: (954) 489-1675

We have been advised by CCG that the easiest way to return your equipment may be to a UPS store. Again, please **make sure to get a receipt with serial numbers for items you are returning**.

## MISCELLANEOUS

- AT&T Installation and Customer Service is provided by an AT&T Bulk Service Center.
- AT&T provides vacation deactivation services.
- AT&T provides land line telephone service, including Canada (at an extra charge).
- AT&T does not have voice activation TV/DVR service.
- AT&T does not "throttle" internet downloads.
- AT&T has additional cable channel packages (at an extra charge).

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