

THE VILLAGE AT UNIVERSITY HEIGHTS OWNERS ASSOCIATION

ASSOCIATION - PROVIDED INTERNET SERVICE INFO

- The Association provides high-speed internet service to all Units through Optimum Business Communications.
- Optimum provides the modem/routers in each Unit. Misplaced or damaged modem/routers are the responsibility of the Unit Owner and/or Occupants.
- Optimum offers additional communication services including: cable tv connection, digital telephone connection and faster internet speeds. Please contact Optimum for additional information.
- The Association is the master/primary/parent account. Each Unit is its own end-user/child account. When speaking with anyone with Optimum, make sure they understand you are contacting them about your Unit's account, an end-user/child account.

For any technical difficulties or information regarding additional Optimum services:

- Contact Ms. Alisha Cooper with Optimum Business Communications at:
Alisha.Starr@Alticeusa.com
- Within the email, include the following information:
 - a) Property Name: The Village at University Heights OA
 - b) Tenant/Owners Name
 - c) Building & Unit Number (ex: #25-250)
 - d) Contact Phone Number & Email Address
 - e) Issue Being Reported or Information Requested

INTERESTED IN SATELLITE DISH CONNECTION?

Contact the Association's satellite television authorized

Retailer and service company:

CM Wireless at (866) 717-2355

- The Association maintains multi-unit satellite dishes with connection available to all Units in the Development.
- Single Unit satellite dishes are not allowed to be installed on the property. Any single Unit satellite dish installed will be removed and the costs of removal and any repairs to the Association's common elements resulting from the unauthorized installation will be assessed to the Unit responsible.
- User/Service fees payable to the service provider are the responsibility of the Unit/User.
- For any technical difficulties with satellite dish connection, contact CM Wireless.

Any questions about the Owners Association, please contact:

Sterling Real Estate Management

Adam Whitman, Community Manager

Adam@sterlingrem.com

928-773-0690

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