

THE VILLAGE AT UNIVERSITY HEIGHTS OWNERS ASSOCIATION

ASSOCIATION-PROVIDED INTERNET SERVICE INFO

- The Association provides high-speed internet service to all Units through Suddenlink Business Communications.
- Suddenlink provides the modem/routers in each Unit. Misplaced or damaged modem/routers are the responsibility of the Unit Owner and/or Occupants.
- Suddenlink offers additional communication services including: cable tv connection, digital telephone connection and faster internet speeds. Please contact Suddenlink 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 Suddenlink, make sure they understand that you are contacting them about your unit's account, an end-user/child account.

For any technical difficulties with the supplied internet service:

- a. Contact Suddenlink Technical Support at (866) 229-8750*
- b. Reference Site #317; this will get Technical Support to the proper account/site within their system. The Association is the master/primary/parent account.*
- c. Reference your building/unit number; this will get Technical Support to the proper end-user/child account. Your unit is the end-user/child account.*
- d. Make sure Technical Support understands that you are calling about your end-user/child account and not the Association's master/primary/parent account.*

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 providers 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

Managed by  **Sterling Real Estate Management**