

**Great news,** we are excited to inform you that your building now offers hosted high speed broadband internet service and support provided by UniLink Communications and powered by eero for Communities to all residents.



## What is hosted broadband service and support by UniLink?

Along with the obvious benefits, you will also experience these additional advantages:



### High-Speed Secure Internet

True high-speed secure broadband Internet service at a discount over other providers.



### Fiber Optic Circuit

Your service will be brought to you via a brand-new fiber optic circuit (Not coax, DSL or satellite).



### Complementary Equipment

Complementary eero router and simple set up for seamless connectivity.



### 24/7 Customer Support

U.S. based 24 x 7 x 365 friendly and responsive customer support.



### Advanced Dual Band WiFi 6

Advanced dual band WiFi 6 for enhanced connectivity and performance.



### eero Secure Protection

Safety and security from eero Secure while you are using the internet for peace of mind.

You won't consume all of your cellular data allowing you to save this for when you are away from home. No need for the additional cost of old-fashioned cable or satellite TV, you can cut the cord and have multiple modern streaming video and live TV options.

## Additional Products



### Telephone Service

#### Voice over I.P. Telephone Service

Once UniLink's hosted broadband internet service is active, voice over I.P. phones can be added if desired. Available for residence, office space or any building system. Analog Terminal Adapters are available if required. Email or call us for details.



### Entertainment Service

#### Entertainment & Social Media

UniLink offers Monlytize, a free invite-only platform for movies, music, games, and social connection. With a proprietary wallet system, users can even earn revenue, offset internet costs, and support the community. Register for free and invite others. Email or call for details.

Once connected to UniLink you can “Cut the Cord” and connect your smart TV, Roku or amazon Fire Stick to your new WiFi allowing you to utilize the many available free and paid TV Apps along with connecting your mobile device for WiFi calling or you can subscribe to modern I.P. based phone services such as Vonage (for a comprehensive list email us at info below).

## UNILINK HOSTED WIFI – AVAILABLE PLANS

Plan / Speed	UniLink <sup>(1)(2)</sup>
GOLD (equivalent to standard ISP 500 Mbps)	\$49.00/mo.
PLATINUM – (equivalent to standard ISP 1 Gig)	\$99.00/mo.

(1) UniLink rates shown do not include an introductory rate that may expire.

(2) UniLink reserves the right to adjust plans and pricing.

## Connection Guide

### How Do We Connect?

1. Connect your complimentary eero router available through Management by plugging one end of the cable into the port on the back of the router labeled “WAN” and the other end of the cable into the living room jack labeled “Internet”. For best results set the router on a table or shelf and not on the floor to help provide better wireless coverage (The higher the better).
2. From your mobile device go to [www.unilinkcommunications.com](http://www.unilinkcommunications.com) or scan the QR code right to begin your account set up (When prompted use PIN Code – 2200 to access the portal)
3. Once in the portal, fill out your information, and hit the “Submit” button. Your account will then automatically be set up by our automated on-boarding system and an invite email will be sent to you along with a secure link to enter your preferred payment information.
4. After you have entered your preferred payment information using the secure link sent to you, note if you would like future charges to be processed automatically and submit.
5. Within minutes after submitting your payment information you will be contacted by a certified UniLink Support Engineer to help you set up your Wi-Fi username and password and answer any questions you may have.



Once connected to the internet you can set up your TV by connecting your “Smart TV” and other IoT devices to your Wi-Fi. If you do not have a “Smart TV” or want additional options you can use a media device such as a Roku, Amazon Fire Stick or Apple TV. For modern TV and Telephone options you can utilize some of the many available free and paid Apps, a few of which are shown below:

- **TV - Free:** TabloTV, RokuLiveTV, NewsON, freevee, plutoTV, TubiTV, localnow, AirTV/Sling, YouTube, Haystack, Plex, PBS or search local network television stations in the app store such as NBC, CBS, FOX, ABC and Peacock.
- **TV - Paid:** Paramount+, Fubo (Sports), SlingTV, vidgo, YouTubeTV, AmazonPrimeVideo, DisneyPlus, Netflix, Hulu+LiveTV, DirecTVStream and PBS Passport.
- **Telephone - Paid:** [www.vonageforhome.com](http://www.vonageforhome.com)
- **Or you can search the internet for new and / or additional options in your area.**

**3rd Party Devices:** Please note un-supported 3rd party network devices are not supported and are not permitted to be used on the network, these devices may not function properly, create a network security risk and / or risk crashing the network and internet service to the building. To check if your own network device is supported please email or call Support at the number shown below with the devices make and model #.

## How Do We Reach UniLink?

[Please see website for general hours of operation by department](#)

If you have questions or are experiencing any difficulties during set up or with network connectivity, please reach out through any of our available support channels. You will need to provide us the following information:

- **Building Name / Site ID –**
- **Your name, contact phone / email and unit number**

### UniLink Communications – 800.546.1730

- Ext. 1, Main office, [info@unilinkcommunications.com](mailto:info@unilinkcommunications.com) (General information and pricing)
- Ext. 2, Technical Support, [support@unilinkcommunications.com](mailto:support@unilinkcommunications.com)
- Ext. 3, Billing, [accounting@unilinkcommunications.com](mailto:accounting@unilinkcommunications.com)

**Cancellation Policy:** Cancellation requests must be in writing, sent via email and include full name, building name / I.D., unit number and the reason for cancellation. Please email all cancellation requests to [info@unilinkcommunications.com](mailto:info@unilinkcommunications.com). Cancellation request cannot be accepted over the phone.

UniLink gives back to the community! Ask us about Monyize and how you can get involved and earn.  Monyitize