

Park Tower Condominium Association

15TH Tier Fiber-to-the-Home (FTTH) Re-Wire

Frequently Asked Questions (FAQs)

1. Will the re-wire project cause any interruption to my current Cable and Internet service? No. Astound is installing a parallel backbone that does not require any interference with the existing coaxial system.

2. How should I plan for the fiber rewire project?

The work in your unit should take approximately 90 minutes to complete depending on the specific wiring that is required for your particular unit. Prior to the arrival of the Astound representative, please safeguard valuables and move furniture located between the point of entry and fiber termination point.

3. What will the fiber optic cable look like in my unit?

The fiber optic cable used in the units is very thin and almost invisible. It is too delicate to be run without being adhered to the wall, baseboard, or ceiling. To receive the newly contracted Astound service, you must have the fiber optic cable installed in your unit.

4. Can I request to have custom or additional wiring in my unit?

Yes, the on-site contractor can provide a quote and scope of work at the time of the unit wiring. Please notify the contractor of what additional wiring you would prefer. The individual quote will be based on the scope of work required.

You have the option to provide the contractor with a separate date and time to schedule custom wiring. Please note that custom wiring cannot be done during previously scheduled construction or installation times.

The resident will be invoiced and pay the contractor directly for any non-standard customized work. Payment due upon receipt.

5. The schedule does not include specific time slots. When will my unit be visited?

The wiring technicians will begin at the first floor listed at 8:00 am and proceed through the end of the floors listed.

6. What happens if my unit is not re-wired?

- Units that are not re-wired will not be able to receive the newly contracted services.
- After the re-wiring is completed, in each respective tier, an implementation project will be scheduled in order to install the new equipment and activate the new services in each unit.
- Upon completion of the implementation project, for each tier, the coax will be deactivated.
- Any units not re-wired will lose cable & internet service.
- Any unit that does not schedule to receive the new equipment will lose cable & internet service; as the existing equipment cannot operate in the fiber environment.