

# Single Digits is Pleased to Provide High Speed Wired and Wireless Internet Access To All Residents at Your Community

## What is the Single Digits Network?

- The “Always On” Internet service is easy to use and requires no additional software to set up. Simply connect your computer to the wall jack located in your bedroom with an Ethernet cable (Category 5e or better), and open up a web browser to begin using the service. Wireless users can simply connect to the SingleDigits-Resident wireless SSID.

## What kind of Internet access does Single Digits provide at this property?

- Single Digits provides Internet service through both a Local Area Network (LAN) and a Wireless Local Area Network (WLAN) which connects each user back to a central telecommunications room at the property. A high speed fiber optic circuit is installed at the property, and Single Digits takes steps to ensure that all residents receive relatively equal shares of this bandwidth and that no one user or only a small group of users can “suck-up” all the bandwidth available.

## What are my responsibilities when using the Single Digits service?

- Users of the Single Digits service are required to follow all network-related rules and regulations as detailed in the Single Digits Acceptable Use Policy. The Acceptable Use Policy can be viewed on the website. Single Digits requires that you have installed (and regularly update) an anti-virus software package on your computer. Additionally, Single Digits strongly recommends that your operating system be updated with all critical updates and security patches. Computers that are vulnerable to virus attacks may become infected with computer viruses, which can infect the property LAN. In such cases, network performance can be seriously compromised, and Single Digits will disable any users who exhibit signs of viral activity.

## What do I need to connect to the wireless service?

- You can connect using almost any device with wireless 802.11 ac/n capabilities, including Windows® or Apple® based computers, mobile devices, and game consoles.

## What if I have my own wireless router?

- Residents can connect directly to the Single Digits amenity wireless Internet service without using any personal network routers. Wireless routers should not be connected to the amenity network. Residents who own personal wireless network devices (routers, bridges, access points, etc.) are required to ensure that all wireless capabilities are disabled to prevent any interference with the property’s wireless amenity network.

## Who do I contact if I am having trouble with my connection?

- Single Digits Customer Care is available 24x7. You can get additional information, as well as enter trouble tickets online, through the Single Digits web site: [myapartment.singledigits.net](http://myapartment.singledigits.net).

Once you move into your apartment, residents can also download the Single Digits App at: [myapartment.singledigits.net](http://myapartment.singledigits.net). The app is available for iOS and Android and contains step-by-step instructions, trouble ticket entry, interactive channel guides, and real-time chat capabilities with Single Digits representatives.