

If you have any questions regarding Mediacom in your unit, please contact Mediacom directly:

- Call 888-845-6245
- Tell them it is a "BULK" account
- They will ask for the property address and unit number
- They will then be able to pull up your unit's individual account and assist you with the following:
  - o Remote resetting of your unit's equipment
  - o Remote troubleshooting
  - o Schedule service calls (if required)

Please note that the HOA only pays for the basic bulk video and internet service for each unit. Any desired service upgrades are the responsibility of the unit Owner and can be obtained by following the above steps.