

A Better Communications Experience Is Coming To Shaker Village

Finally the service that you deserve.

Dear Resident,

Great news! Soon, Atlantic Broadband will be the new TV and Internet provider for Shaker Village. And best of all, your community will be serviced by a Fiber-to-the-Unit (or FTU) network, a 100% fiber optic connection and superior communication system.

Benefits of Fiber-to-the-Unit

- Technology that gives you a more consistent and reliable connection even during peak usage times
- Future-proof fiber directly into your unit
- High-Speed Internet that supports all of your needs

All residents will also enjoy the following services with their new community package:

- MoreTV package with over 300 channels including local broadcast and your favorite cable channels - includes High-Definition
- One (1) TiVo High-Definition Digital Video Recorder (DVR)
- Two (2) High-Definition Digital Adapters
- One (1) Wireless Gateway
- Wire Maintenance Plan

The installation of Atlantic Broadband services to each individual home will begin October 11th, 2021. Please call 1-855-485-5197 to schedule your installation of Atlantic Broadband services. Please review the attached FAQs to help guide you through the transition of services process.

We understand this is an uncertain time for all in the wake of the COVID-19 pandemic and want to assure you that your health and safety is top priority. Included you will find an overview of the many steps we are taking to keep you and your community safe during your installation of Atlantic Broadband services.

We look forward to serving you and your community!

Atlantic Broadband Customer Care Team

Call to Schedule Your Service Installation

Please call **1-855-485-5197** to schedule your installation appointment. Installations will begin October 11th, 2021.

Services are subject to availability. Call Atlantic Broadband for details.
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Visit atlanticbb.com/select-communities to learn more about Atlantic Broadband

Frequently Asked Questions

Question: Who is Atlantic Broadband?

Answer: Atlantic Broadband (ABB), a subsidiary of Cogeco Communications Inc. (TSX: CCA), is the eighth-largest cable operator in the United States, based on the number of television service customers served. The company provides its residential and business customers with internet, TV and phone services in 11 states: Connecticut, Delaware, Florida, Maine, Maryland, New Hampshire, New York, Pennsylvania, South Carolina, Virginia and West Virginia. Atlantic Broadband is headquartered in Quincy, Massachusetts. To learn more about Atlantic Broadband, please visit: <https://www.atlanticbb.com>

Question: How will I be able to sign up for my Atlantic Broadband services?

Answer: The installation of Atlantic Broadband services to each individual home will begin on October 11th, 2021. Please call 1-855-485-5197 to schedule your installation of Atlantic Broadband services.

Question: I am a seasonal resident, and I will not be down for the installation of the new Atlantic Broadband services. How should I proceed?

Answer: If you are a seasonal resident, the following are your options:

1. You can assign an authorized person to be at your home on the day of installation. If you do not have an authorized person, please give us a call at 1-855-485-5197 approximately 2 weeks before your return and we will schedule your free installation of Atlantic Broadband services.
2. Residents that subscribe to TV and/or Internet service only (no phone service) should return their AT&T equipment and cancel services. You can return your AT&T equipment to any FedEx Office or The UPS Store they will pack and ship your equipment back at no charge. If you are not present to return your equipment, you will need to contact AT&T at 1-800-288-2020 and notify them that you will continue subscribing to their services at Retail rates on a month to month basis, until you are ready to install Atlantic Broadband services.
3. Residents who have AT&T phone service and wish to bring their home phone number to Atlantic Broadband should not discontinue your phone service until your new Atlantic Broadband services have been installed.
4. Residents who have AT&T phone service and do not wish to bring their home phone number to ABB should return all AT&T equipment and cancel services.

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Steps We Are Taking to Keep Our Customers Safe and Communities Connected

In the wake of the COVID-19 outbreak, we've implemented key initiatives to protect our customers and team members during the installation process and beyond:

Protective Kits: All trucks are equipped with ample safety equipment for technicians, such as hand washing kits and personal protective equipment (PPE) including gloves, shoe covers, and face masks, which are changed after every appointment.

Customer Face Coverings: Out of concern for the safety and well-being of both our customers and employees, all customers will be required to wear cloth face coverings (facemask) throughout the duration of in-home work in cases where the customer will be in close proximity to company technician(s). In addition, we ask that all customers exhibit social distancing in the home while our technicians are completing their work.

Wellness Verification: Atlantic Broadband agents are calling ahead before inhome appointments to assess the wellness situation in the household. Technicians will reconfirm before entering the home and will self-check temperature with their own thermometer.

In-Home Procedures: Technicians are trained to inform customers of all safety precautions being taken. Social distancing will be practiced with customers, and technicians will limit contact with surfaces touched in the home.

Management Reinforcement: Supervisors will have daily meetings with technicians to reiterate safety practices and spot check for PPE compliance, while observing social distancing between the team.

Dispatch of Technicians from Home: To avoid unnecessary stops and limit exposure to the virus, technicians are being dispatched directly from their homes.

Remote Care: 100% of Atlantic Broadband's call center team members are now working remotely from home while retaining full support capabilities so that they can continue to assist customers by phone, chat and email.

Online Alternatives: In order to limit contact, the company closed its front counters on March 18 and is offering easy online payment options.

Virtual Support: ABB has deployed virtual support tools that allow care agents and technicians to assist customers in real time via interactive video streaming without the need for an in-home appointment.

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