PA Modem Swap and Speed Upgrade Project - Article no. 9373

Introduction

Any Pending Work Order for the speed upgrade and modem codes should not be cancelled

If the order does need to be canceled, **escalate to a Lead** to make the local market aware

Resolution Steps

PA Speed Increase Project Talking Points

Customers received a letter/email from Astound to replace their equipment – is this legit?

Yes. Certain customers in **Coopersburg**and **Upper Saucon, PA** are receiving a **speed upgrade from 400 Mbps to 600 Mbps** and an internet package upgrade to **$50 a month for 2 years** ($45 if enrolled in autopay and paperless billing).

Astound rented equipment - Current equipment needs to be updated as it cannot pass the increased speed. Astound is reaching out to customers by mail and email to let them know of the speed and package upgrade and that equipment in their home that needs to be replaced. We are sending Self Install kits to these customers.

Customer owned equipment - Current equipment **may** need to be updated, depending on the age of current modem/router as it may not pass the increased speed. Astound is reaching out to customers by mail and email to let them know of the speed and package upgrade and that equipment in their home may need to be replaced. They are asked to call us if they want our equipment as it is included in the package upgrade, and then a Self Install Kit is sent.

Why do customers need new equipment?

From time to time, as technology evolves, older products and equipment need to be replaced to get the most out of your services. As a valued Astound customer we are giving you a speed upgrade to 600 Mbps. Our records indicate that the current Internet equipment in your home may not support the increased speed.

New equipment will need to be connected by 10/15/2023

As of this date, your current equipment [will not be/may not be] able to support your new speed. We want to ensure that you are getting the most out of your internet service so we are providing our most

advanced equipment as a replacement.

What happens if the customer does not replace their equipment?

Current equipment [will not be/may not be] able to support the new upgraded 600 Mbps speed.

When does a customer need to replace their equipment by?

Customers need to connect their new equipment before 10/15/23

What if a Customer Receives a Self-Install Kit and Can't Install it Themselves, Something is Missing from the Kit or is Never Arrived?

Self-installation is quick, easy and doesn't take long to complete. It's also the fastest, most convenient way to update equipment. Astound provides all of the equipment needed to replace in a customer's home, along with easy instructions on how to connect each piece of equipment. If a customer needs any help connecting the new equipment, see our **Self-Install Kit Issues / Not Received**

Note: ensure there is a **valid Preferred Email Address** on the account; otherwise, the customer may not receive **notification** when the **SIK is shipped**

What do Customers do with the Old Equipment?

If a customer receives a **Self-Install Kit**, Astound provides a **return shipping label**. Once the new equipment is connected, customers place the old equipment back in the box and use the label to send back to us. They can also visit one of **our eligible locations to drop off the old equipment** if they chose.

How Does the Equipment Swap Affect a Customer's Astound Data Services?

In order to receive the internet speed upgrade to 600 Mbps new equipment must be **connected by 10/15/23**, if not the customer is not able to receive the upgraded speed provided

Customer Reports they did not Receive Notification to Replace their Equipment; when was Notification Sent?

Notification 1 in home week of 9/25: sent via email

Notification 2 in home week of 9/25: sent via USPS mail

Notification 3 in home week of 10/9: sent via email

Note: ensure there is a **valid Preferred Email Address** on the account

Will Customers be Charged for this Technician Visit?

No; for those that receive a **Self-Install Kit** and are unable to connect all equipment, we will **waive** the associated visit fee

1 Will the internet speed change?

Yes. With the special offer, customers are getting a speed upgrade from 400 Mbps to 600 Mbps

1 Will the customer's rate change?

Yes. To show our appreciation, Astound is updating customer's internet package to $50/mo. for 2 years as our way of saying thank you. This new package is our best deal yet and offers additional savings. There's nothing customers need to do - their package updates automatically. Customers can save an additional $5 off per month when they sign up for autopay and paperless billing.*

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