

LIVINGSTON LAKESSM
CONDOMINIUM ASSOCIATION

Quantum Fiber

Support Process for Internet Issues

Bulk Account: Livingston Lakes Condominium Assn., Inc.
Tel: 833-926-1289 and
email: fibersuccess@q.com.

An account number is no longer required. Prepare to provide your address and zip code which the over the phone tech support accesses your modem to establish the issue doesn't originate inside the unit. If you're having issues with your internet, this will require a call and troubleshooting directly with Quantum Fiber.

Just a couple of things to note:

1. Quantum Fiber requires that you be physically in your unit to troubleshoot your modem over the phone. Be home in front of your modem when you call.
2. If they create an appointment, it may mean that the problem is from the outside. It's important to be at home for the appointment- just in case they need to come inside your unit or access your modem.
3. Make the call right away to troubleshoot and expect to wait on hold during peak times.

Before scheduling a visit or calling tech support. There is a possible issue with a needed automatic downloads or updates to the modem, so check this as well as this can cause intermittent issues.

In blue are the instructions to register the modem: "Visit: Q.com/instantinternet. Make sure you're connected to the WiFi first in your home by connecting to the SSID and password listed on your modem sticker.

Please note: If you're having issues and are being provided an unreasonable appointment time email manager@livingstonlakescondo.com for escalation. The Manager **can't** escalate it issue without an owner first obtaining a ticket # direct from Tech-Support obtained through failed phone troubleshooting. An unreasonable amount of time is considered three or more days waiting for an appointment.

Livingston Lakes provides **Internet** through Quantum Fiber. Owners are responsible for Cable or Streaming options at their own expense.