

Internet Quantum Fiber 833-926-1289 Email: [fibersuccess@Q.com](mailto:fibersuccess@Q.com)

An account number is no longer required. You will need your address and zip code. You can mention Livingston Lakes Condo Association is a bulk service account.

If you continue to have problems after reporting a service request, please contact [manager@livingstonlakescondo.com](mailto:manager@livingstonlakescondo.com) and ask that your concerns are passed along to our bulk representative.

Quantum Fiber

If you're having issues with your internet, this will require a call and troubleshoot direct with Quantum Fiber.

Bulk Account: Livingston Lakes Condominium Assn., Inc.

Tel: 833-926-1289

email: [fibersuccess@q.com](mailto:fibersuccess@q.com)

An account number is no longer required. Prepare to provide your address and zip code, which then they can test your modem first to establish the issue doesn't originate inside.

Just a couple of things:

Quantum Fiber - will need you to be in your unit to troubleshoot the modem before they will actually schedule an appointment. If they create an appointment, it may likely mean that the problem is from the outside. It's important to be at home, just in case the tech needs to become inside of the unit. Make the call right away, as appointments are not made way in advance and an appointment will depend on the volume of service calls there is most always a wait. Appointments have been missed or cancelled without notice with QF, if so you will be required to make another appointment.

Before scheduling a visit or calling tech support. There is a possible issue with a needed automatic downloads or updates to the modem. This can cause intermittent issues.

Below are the instructions to register the modem:

"Visit: [Q.com/instantinternet](http://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.

Registering your modem triggers an update that will repair speed, buffering and intermittent Internet issues immediately."

Owner must contact Quantum Fiber direct to correct any internet issues. The Property Manager can only escalate if the residents has gone through the trouble-shooting process and issued a ticket #.