



Where Loving-Kindness Lives

2/1/12

DECEMBER 19, 2016

Dear Acts Resident:

As you may know, Acts management has been evaluating an opportunity to provide a triple play (phone, internet and cable) solution to enhance the services that are offered. Currently, basic cable is provided by Acts and is included in your monthly fee. At your option and expense, you separately arrange for phone and possibly internet and premium cable services.

As we continue to enhance our service offerings, Acts has the opportunity to provide phone and internet services with high speed and high quality. This would eliminate the need for you to procure these services separately. As such, there would be an adjustment in the fees you currently pay to Acts, which would be offset for you by the savings you would realize in no longer being billed separately by the applicable service providers.

Prior to us moving forward with this opportunity, we would greatly appreciate your feedback! Please review the details below that describe the current offering compared to the proposed offering. Then please let us know if you would be interested in participating in this new service if given the opportunity. Please return this to the front desk on or before December 21. Thank you for your participation!

Our Current Offering	
We provide you as part of Monthly Fee:	You May Pay Directly to Your Provider:
<ul style="list-style-type: none"> <li>• A Comcast Standard TV package with 1 set top box and up to two additional digital adaptors.</li> <li>• Basic WIFI in primary buildings. (email/Web grade)</li> </ul>	<ul style="list-style-type: none"> <li>• Phone Services</li> <li>• Hi-speed Internet Service</li> <li>• HD Set Top Box</li> <li>• Premium TV services</li> </ul>

New Proposed Offering	
We provide you for an additional \$45 a month:	You May Pay Directly to Provider:
<ul style="list-style-type: none"> <li>• A Comcast HD TV package with up to 3 HD TV adapters</li> <li>• Verizon Phone Service [many call features and unlimited in country long distance]</li> <li>• Hi Speed, In-Apartment, Verizon FIOS internet service (50 MB/s, HD Video Grade)</li> <li>• Campus WIFI (Email/Web/Voice Grade)</li> <li>• An Acts Technology Concierge Program               <ul style="list-style-type: none"> <li>○ Help Desk and personal support for TV, Internet and technology services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Premium TV Services [i.e. HBO or Premium Sports packages]</li> <li>• International long distance</li> </ul>

If given the opportunity would you be interested in this new service offering? Please Check One.

- Yes: I would benefit from the new program and would likely participate in the new service if offered.
- No: I have all the services I need/want and would likely not participate in the new service if offered.

Name: \_\_\_\_\_

Apartment Number: \_\_\_\_\_