



Dear Resident,

Congratulations and Welcome to your new home! Portland on the Park has chosen to provide you with the very best in television programming and commercial grade fiber optic internet connection only available from DirecTV and Vicidiem. You now have access to over 150 channels of programming and HD service included in your rent! There is the ability to customize your service with additional channel subscriptions and premium channels. In addition, you can choose even higher internet speeds not available in residential markets.

### **DIRECTV**

In the enclosed packet you will find information regarding the channel lineup and the different options available to customize your DirecTV and Internet service. We have also included an application for your new DirecTV service. Please take a moment and complete this application. You will need to submit your completed application for service to Vicidiem at ([service@vicidiem.com](mailto:service@vicidiem.com)).

Credit card information and signed application for service are required for all new accounts.

Once Vicidiem has received your completed application for service you will be contacted to confirm your channel lineup and set up a time for your installation.

If you have an existing DirecTV account please contact Vicidiem so we can convert the account to the rate program provided by your community.

**THIS CHANNEL LINEUP IS DISCOUNTED WELL BEYOND THE STANDARD RESIDENTIAL RATES!!**

### **INTERNET**

Vicidiem has installed a commercial grade dedicated symmetrical fiber optic Ethernet connection for all residents to enjoy.

**EACH UNIT** will be provided at least 80/80 Mbps Internet speeds. There is a live data jack labeled "WIFI" in your media panel in your closet where you can connect directly to the Internet via a wireless router.

If any resident requires additional bandwidth please contact Vicidiem directly for information and pricing.

### **PHONE SERVICE**

Phone service is not included in your monthly rental package with Optima. If you would like local, long distance, or fax line please see pricing below.

IP phone service can be provided allowing all the features of a commercial grade phone system. If you would like to transfer an existing number please contact Vicidiem and they will be able to assist in porting your number to your new residence.

Telephone Service Essential:

\$19.99 / month & \$19.99 install fee.

- Caller ID
- Call Waiting
- Unlimited Long Distance
- Basic analog telephone service

IP Telephone Service: **(INCLUDES VOIP PHONE)**

\$49.99 / month & \$175.00 install fee.

- Includes IP Telephone
- Includes 2 lines
- Voicemail
- Caller ID
- Call Waiting
- Unlimited long distance (US)
- Access for cell phone SIP service or remote telephone extension access for business travelers

If you are experiencing any problems with your phone or Internet connectivity please contact the service desk at [service@vicidiem.com](mailto:service@vicidiem.com) or call (480) 717-5024

We look forward to working with you!

Sincerely,

The Vicidiem Team