

Meeting Customer and Communities Demand with Fiber Lit Connections



Maple Leaf Estates Homeowners'
Corporation
2019



CenturyLink™

Maple Leaf Estates

- Maple Leaf Estates – Bulk Package
 - High Speed Internet
 - 100Mbps (100Mbps down/100Mbps up)
 - Centurylink Digital Home Phone (VOIP Phone Service)
 - First 3 years of Term
 - Taxes and surcharges for phone service will be billed to customer separately
- Maple Leaf Estate Project Milestones-
 - Fiber Infrastructure Construction
 - External placement of fiber to Units
 - Electronics Placement
 - Placement of equipment/electronics cabinets onsite
 - Pre-Wiring (Units):
 - Placement of fiber into each living unit
 - In-Home Installations:
 - Scheduling-
 - Each resident will be responsible to schedule their location
 - Residents will need to call or email to set up an appointment
 - Via phone: 239 271-7565
 - Via email: Mapleleaf@centurylink.com

*****Email address will be active in August 01, 2019*******

Frequently Asked Questions

- **What equipment will Centurylink placed?**
 - **During the rewiring phase CTL will placed an ONT (Optical Network Terminal) where the fiber comes into your home. The ONT converts the optical signal coming through the fiber into separate signals which connects to your Wi-Fi Router. Both ONT and Wi-Fi Router will be placed in the recommended location by the fiber Jack.**
- **What is Digital Home Phone Service (VOIP Phone Service)**
 - **Digital Phone service is a technology that allows you to make voice calls using a broadband internet connection. Maple Leaf residents for the first 3 years of the Bulk term will have the option to continue using their current phone service which is used via copper line or convert to Digital phone service. Customers wanting to convert to Digital phone serve will be billed separately for the taxes and surcharges.**

Frequently Asked Questions

Do I need to do anything regarding my telephone service?

- If your telephone service is currently provided by CenturyLink and you want to continue to use the you do not need to take any action. CenturyLink will continue to provide your phone service.

If you do not have telephone service or would like to convert to Digital phone service, you may order the service by contacting our Customer Service team at after the Bulk services are active.

- **Call Customer Service & Billing team at 866-706-4722.**

Hours of Operation:

Monday-Friday 9:00AM - 7:00PM EST; Saturday & Sunday, Closed

Who can I contact at CenturyLink?

Since Maple Leaf is a bulk customer, only use these phone numbers. *Calling other toll-free numbers may result in delays and other issues.*

- **Technical Support: Call Technical Help/Outages: Help Desk at 877-720-3416**

Hours of Operation:

Monday - Sunday 6:00AM – 11:00PM EST

- **Add or Remove Services: Call Customer Service & Billing team at 866-706-4722.**

Hours of Operation:

Monday-Friday 9:00AM - 7:00PM EST; Saturday & Sunday, Closed

Frequently Asked Questions

I currently have my own services. Who do I contact if I want to disconnect this service once the bulk CenturyLink services are installed in my unit?

If service is with CenturyLink:

You will need to contact the CenturyLink Customer Service team at 866-706-4722 to disconnect your current retail Internet once your bulk installation is complete. If you currently have and use a CenturyLink email address, be sure to inform the representative if you plan to continue to use your CenturyLink email address (@embarqmail.com, @centurylink.net or @earthlink.net). *If not communicated at the time you disconnect your retail internet service, the email address will be lost.*

If service is with another provider:

After the bulk installation is completed in your unit, you will need to contact your service provider and disconnect your current internet services. The bulk services from CenturyLink include high speed internet services. Note: If your current email address is not a webmail account, i.e. Yahoo, Gmail, AOL, etc. you will need to create a webmail email account because CenturyLink email addresses are not provided as part of the bulk contract.

Can I keep my current email address?

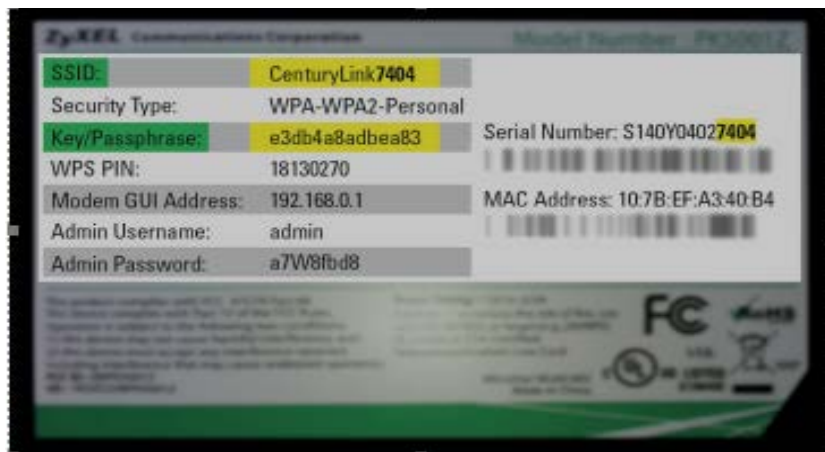
If you currently have a CenturyLink email address (@embarqmail.com, @centurylink.net or @earthlink.net) contact our Customer Service team at 866-706-4722 and inform the representative that you plan to continue to use your existing CenturyLink email account. *If not communicated at the time you disconnect your retail internet service, the email address and all account information will be lost.*

If you currently have an email address that is a webmail account, i.e. Yahoo, Gmail, AOL, etc. no action is required and your email account will not be impacted by the installation of our bulk services.

Frequently Asked Questions

Where do I find the network name (SSID) and password (passphrase) to set up my new wireless network?

You will find this information on a sticker either on the top or bottom of the modem/gateway located at the first point of signal entry in your home. The network name is the SSID and the password is the Key/Passphrase. (In the example below the network name is: CenturyLink7404 and the Password is: (e3db4a8adbea83.) Note: Use the 'passphrase' information and **NOT** the Admin password.



*Please note **If desired, please refer to CenturyLink.com/internethelp.com for assistance in establishing a unique password.*