**Nutmeg Village**

Frequently Asked Questions

**CenturyLink PRISM TV and High Speed Internet**

***\*\*\* When contacting CenturyLink, always identify yourself as a Nutmeg Village owner or renter\*\*\****

1. **What services will CenturyLink provide through my HOA fees?**

The contracted services provided to each resident of Nutmeg Village are:

* PRISM Essentials TV with High Definition (HD) Channels
* 3 HD set top boxes (STB) comprised of 1 Whole-House DVR (activated).
* High Speed Internet: Up to 100Mbps Download/50Mbps Upload (Dedicated Internet Access)
* Wireless Internet Router

1. **What should I do in advance of my in-home installation of internet and PRISM TV?**

* Phone Service: If you currently have phone service with another provider and want to move your phone service to CenturyLink, you can do that now. Providers need 14 days to port your current phone number to another provider. By doing so now you will not lose your current phone number.
  + CenturyLink: Since CenturyLink provides phone service over their existing copper infrastructure, they can do this today. To order CenturyLink phone service you can call the Customer Service/Billing team at **866-706-4722** or go to the retail store located at **5100 Daniels Pkwy, Suite 300 & 400, Ft Myers, FL 33912**
* Email Addresses:
  + If you currently have a CenturyLink email address (@embarqmail.com or @centurylink.net) there is no change needed **“at this time”.** However, **AFTER** your Bulk installation is complete, you will need to call CenturyLink’s Customer Service/Billing team at 866-706-4722 to disconnect your current retail Internet service and be sure to inform them you have and plan to continue to use your CenturyLink email address (@embarqmail.com or @centurylink.net).
  + If you currently use a neutral email service like Gmail, Yahoo, Hotmail or AOL you do not have to do anything.

1. **How do I contact the correct group at CenturyLink:**

Since **Nutmeg Village** is a bulk customer, only use these phone numbers or physically go to the Retail Store. Calling other toll-free numbers may result in delays and other issues.

* **Add or Remove Services: Customer Service/Billing team at 866-706-4722.**
  + Hours ofOperation are Monday-Friday 9:00AM - 7 :00PM EST; Saturday 9:00AM - 6:00PM; Sunday - Closed
* **Technical Help/Outages: Help Desk** at **877-720-3416**.
* **Physically Visit the Local Retail Store located at**, **5100** **Daniels Pkwy. Suite 300 & 400, Ft Myers,** **FL 33912**
  + Hours of Operation: Monday through Friday 8:00AM – 7:00PM EST; Saturday 10:00AM – 3:00PM EST; Sunday- Closed

1. **I currently have my own data service.  Who do I contact if I want to disconnect this service once the bulk High-Speed Internet is installed in my unit?**

If service is with CenturyLink:

You will need to call CenturyLink’s Customer Service/Billing team at 866-706-4722 to disconnect your current retail Internet service, once your bulk installation is complete. If you currently have and use a CenturyLink email address, be sure to inform them you have and 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:

You will need to contact your current provider, ‘after’ the in-home bulk installation is complete and disconnect your current internet retail service, as it will no longer be needed. The bulk installation from CenturyLink will include high speed internet service. Note: If your current email address is ‘not’ a neutral account, i.e. Yahoo, Gmail, AOL, etc… you will need to change your email address to one of similar options as Centurylink email addresses are not provided as part of the bulk contract.

1. **Will I need my own wireless router once the bulk Internet service is installed?**

No, a wireless router is included as part of the bulk services.

1. **Is there an additional charge for High Definition (HD) service?**

No, HD is included in the contracted bulk services for all channels in the PRISM TV Essentials Package which broadcast in HD. You will receive the channels in HD as long as your television and connections are HD compatible.

1. **CenturyLink currently offers four (4) packages of traditional Cable TV channels in their PRISM channel line-up consisting of PRISM Essentials, Complete, Preferred and Premium packages, Nutmeg Village contracted for PRISM Essentials TV with 140 Channels + HD Channels in the bulk contract. What will it cost to upgrade from PRISM Essentials package to Complete, Preferred or Premium packages?**

All upgrades from PRISM Essentials to the other packages will require a Retail account and order.  While retail prices are subject to change you will be quoted the best retail offers and promotions at the time of inquiry/purchase. Please contact our Customer Service/Billing team at **866-706-4722** for current retail pricing, promotions and property discount information. *Retail pricing can be viewed at* centurylink.com/prismtv*, however the best option is to call the Customer Service/Billing team at 866-706-4722 for Bulk/MDU pricing and promotions.*

1. **You said the bundle comes with 3 set top boxes (STB). Is it one box per TV?**

Yes. The bulk services provide 3 STB’s comprised of 1 Whole-House DVR and 2 Standard HD boxes (You can watch recordings from the main DVR on each of the STB’s).

If there are less than 3 TVs at the time of installation and the additional (up to 3) TVs are purchased at a later date, please contact the Customer Service/Billing team at 866-706-4722 and request the additional installation. CTL will install a total of 3 STB at no additional charge. Charges may apply for additional set top boxes beyond the contracted 3 per living unit.

* If you would like to add additional (more than 3) TV’s/STB’s you can call the Customer Service/Billing team at **866-706-4722** or go to the retail store located at **5100** **Daniels Pkwy, Suite 300 & 400, Ft Myers,** **FL 33912.**

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1. **How do I set up the new network on my computer and devices?**

At the time of your initial installation CenturyLink will hook up your computers and wireless devices including but not limited to:

* Smart TV’s
* Computers
* Laptops
* Printers
* Tablets
* Smart phones

If you need to set up a new computer or device after the installation you may contact the Technical Help Group (877-720-3416) or visit following link: <http://www.centurylink.com/help/?assetid=136>.

1. **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 modem/gateway is the box with the two short antennas.) 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 refer to ctlhelp.com for assistance in changing or establishing a unique password, if desired.*

1. **Are the set top boxes wireless?**

* Yes. All Set Top Boxes (STB) are wireless.

1. **If I select an upgraded service that includes HD or buy HD with a selected Prism TV package, will I need a different (HD) set top box as opposed to the one that is included in the bundle?**

No. HD is included in the STB’s provided.

1. **What does High Speed Internet: 100Mbps Download/50Mbps Upload (Dedicated Internet Access) mean?**

The contracted bulk High Speed Internet service being provided to Nutmeg Village will allow you to download and upload videos, music, pictures, play games and browse your favorite websites with ultra fast internet connections. Data speeds are commonly measured in Megabits per second (Mbps). The term “dedicated” is used because that is the speed CenturyLink guarantees from the router in each residence to the Internet: 100Mbps download speed and up to 50Mbps upload speed. The first number is *download* speed and refers to how fast you "get" information from the Internet. The second number is *upload* speed and refers to how fast you "give" information to the Internet.

1. **What factors could impact the speed of my High Speed Internet?**

The average home has multiple devices (Smart TV’s, computers, laptops, printers, tablets and smartphones) sharing the Internet bandwidth simultaneously which impacts the speed delivered to each device. Also, there are factors like the strength of the wireless signal within your home, including: distance from router, locations within the home, electrical or other obstructions, cordless phones, baby monitors, wireless thermostats, security systems, or saturation of wireless signals from other nearby sources.

1. **If I have no picture on my TV, what steps can I take before calling CenturyLink Help Desk?**

In order for the set top box (STB) to transmit its signal to your TV the two must be able to establish a proper connection, so try the following steps first:

1. Check the inputs on your remote and ‘settings’ on your TV, using your TV remote to verify your input is on the correct HDMI selection (usually HDMI 1). Continue scrolling through the TV’s input selections on the menu until an image appears. If still no picture,
2. Turn your TV off and then back on. If that doesn't correct it,
3. Unplug your STB and plug it back in. This allows the STB to “reboot”.

If none of these steps are able to establish the TV signal, then call the Technical Help Group at 877-720-3416.

1. **What do I do if I press the power button on the remote control and the TV screen is black or displays ‘press ok to continue?’**

Press the OK button on the remote.  If image does not appear, the remote control may be out of sync (it is supposed to turn on the TV and STB simultaneously).  If the TV button on the remote was accidentally pressed, this causes the remote to only control the TV.

Turn off the TV and STB. Press the top left button on the remote control that says ‘Prism STB’ once. Then press the power button on remote. Doing so will re-sync the remote with both the TV and STB.