



Update from Upstream for Jockey Club Residents

Installations are currently underway! We appreciate all your patience as we work on ensuring everyone is fully connected. With that, here are the three phases we are in:

1. Complete (TV and Internet is installed and fully functional)
Welcome to the Upstream Network! If you need any support, please contact 833-919-1284. We will be hosting a Tech Night in the coming week to address any questions you may have or help you connect devices you may have forgotten.
2. TV service Installed but no Internet Service (the access point has not been installed and/or additional fiber work needs to be completed)
We anticipate having your internet "activated" by the end of the week. As we move along in the process, you will be notified via email when your internet is "activated."
3. Installation Date has not occurred.
We look forward to seeing you soon! If you have not scheduled your installation, please do so here <https://bit.ly/jockeysignup>, or you may call 833-919-1284.

A few reminders:

Internet: You must register your account; this will be how you receive your unique network password. To do this, you must follow the instructions sent to you via email. The email will come from sd-customer@single-digits.com. **you may follow these steps as soon as you receive the email, even if your internet has not been entirely installed.* If you need password reset assistance, call Upstream 833-919-1284.

TV: To access streaming content like HBO Max on smart devices (ex. Roku or Firestick), you must create a user name and password with Directv. You may do so here: <https://www.directv.com/DTVAPP/register/register.jsp> For programming upgrades or online Directv account/app help after your installation, call DTV directly at 866-258-8766.

Overall: Be on the lookout in the coming days for user guides, tips and tricks, and ongoing Tech Days, where you can come to the lobby, and a technician will follow you to your unit to assist with any issues you may have!