



The Boulevard at Tallahassee

Internet and TV Service
Information Packet

IQ Machines welcomes you to the Boulevard at Tallahassee. Like the other amenities provided by The Boulevard, the Internet service is a cut above. The Boulevard has partnered with IQ Machines to deliver a superior Internet experience.

Internet

Each bedroom in your apartment contains high-speed Ethernet jacks – you can connect computers or other devices such as game consoles or wireless routers. If your devices are configured with default network settings, they will be connected automatically. **Please note that your use of this Internet connection must comply with IQ Machines' Acceptable Use Policy, which is provided on the last page of this packet.**

Although your devices should connect automatically, sometimes wireless routers and computers do not connect as they should when presented with a new network connection. If your devices are not connecting to the network, the issue may be solved by simply powering down your devices and then reconnecting them to the network – these simple actions will force your equipment to look for a new connection with our service. If you are having trouble establishing a connection, follow these steps:

If you are using a wireless router:

1. Disconnect the Ethernet cord connecting the router from the wall jack, and remove power from the router
2. Power down any computers that were connected to the router
3. Plug the Ethernet cord back into the wall jack and reconnect power to the router
4. Turn on any computers that were connected to the router

If you are using a computer directly connected to a wall jack:

1. Disconnect the Ethernet cord from the wall jack
2. Reboot the computer
3. Plug the Ethernet cord back into the wall jack

If you are still having issues connecting to the network, please feel free to contact us for technical support (see below)

TV

Your complimentary TV service includes the HD channels you want to see most without fees or equipment rentals. Your service includes 60 total channels of HD programming.

The Boulevard TV Channel Lineup			
LOCALS	NEWS	LIFESTYLE/INTEREST	REGIONAL
2.1 ABC (WTXL)	15.1 FOX News Channel	50.1 A&E	95.1 SEC Network
3.1 CBS (WCTV)	16.1 CNN	51.1 Animal Planet	96.1 ACC Network
4.1 CW (WTLF)	17.1 HLN	52.1 Discovery Channel	
5.1 FOX (WTWC2)	18.1 CNBC	53.1 FX	
6.1 NBC (WTWC)	19.1 msnbc	54.1 History	
7.1 PBS (WFSU)	20.1 Weather Channel	55.1 Lifetime	
		56.1 OWN	
		57.1 TRU-TV	
		58.1 National Geographic	
		59.1 Paramount	
		60.1 SYFY	
		61.1 TLC	
		62.1 Women's Entertainment	
		63.1 Bravo	
		64.1 Food Network	
		65.1 HGTV	
		66.1 Travel Channel	
		67.1 AXS-TV	
		68.1 Motor Trend	
		69.1 Freeform	
		70.1 Oxygen	
		MOVIES	
		80.1 AMC	
		81.1 IFC	
		MUSIC	
		85.1 MTV	
		86.1 CMT	
		87.1 BET	
		88.1 VH1	
		89.1 MTV2	

Your TV service has been designed to deliver high-quality HDTV stations directly to your television, eliminating the need for set-top box rentals. In order to connect to your TV service, your television must include a digital QAM tuner. Almost all TVs produced in 2006 or later include a QAM tuner, so getting connected is easy:

1. **Connect Cable to TV.** Connect a standard coaxial TV cable from the wall outlet to the coaxial input on your TV.
2. **Select "TV" as your source.** Make sure your television is in "TV" mode, ready to tune TV stations (e.g. not connected to an external input such as a game console). This can normally be done by pressing the "input" or "source" button until "TV" appears on your screen. If your television is not in this mode, the right menu options for the steps below may not appear.
3. **Perform a channel-scan.** This step involves using the on-screen menus on your TV. Although on-screen menus vary by TV brand, the following steps are typically found under the menu heading "Setup", "Antenna", or similar. Refer to your TV manual for further detail if necessary, then:
 - a. Make sure the antenna/tuner is set for "Cable" or "CATV", **NOT** "Air" or "Antenna". This tells your TV that you plan to receive signals from a digital cable service, not an over-the-air antenna.
 - b. Select automatic "channel scan", "channel search", or "auto-program". This step allows the TV to search for and memorize the channels available in your apartment.
4. **Tune Channels using your TV remote.** The channel search may take several minutes, depending on the TV. Once complete, you will be able to tune television stations directly using the remote control that was supplied with your TV.

Support

What if I have an older TV?

The TV service at The Boulevard was designed to provide free HD programming without the need for purchasing or renting additional equipment. Most TVs built in 2006 or later are directly compatible.

However, if you own a TV that is not compatible, you will not be able to receive TV programming without upgrading your equipment. In this case, there are several options:

- *Purchase an External QAM Tuner* – Like a cable box, this device sits next to your TV to decode the signals your TV cannot and converts them to a format your TV can accept.
- *Purchase a new TV* – If your television is older and you are considering purchasing a new one anyway, this may be the best answer. Before purchasing, make certain the model you select includes a QAM Tuner.

What if I need additional help?

At IQ Machines, our goal is to provide a truly superior experience for our customers. Our equipment is automatically monitored 24 hours every day to ensure it is working correctly. If you are experiencing difficulty with your internet or TV services, do not hesitate to contact us.

Our support hours and contact info are below:

Mon-Fri: 9 AM – 9 PM EST

Sat-Sun: 9 AM – 5 PM EST

Website: <https://iqmachines.com/find-your-complex/support-request/>

Phone: (850) 391-2220

Email: support@iqmachines.com

When contacting us, please provide:

- Your Name
- A phone number where you can be reached
- Your apartment complex and city
- Unit number and bedroom assignment
- A brief description of the problem

Acceptable Use Policy

This Acceptable Use Policy applies to all persons and entities (collectively, "customers") using the products and services of IQ Machines LLC ("IQ Machines") including Internet service. The policy is designed to protect the security, integrity, reliability, and privacy of both the IQ Machines network and the products and services IQ Machines offers to its customers. IQ Machines reserves the right to modify this policy at any time, effective immediately upon posting of the modification. Your use of IQ Machines' products and services constitutes your acceptance of the Acceptable Use Policy in effect at the time of your use. You are solely responsible for any and all acts and omissions that occur during or relating to your use of the service, and you agree not to engage in any unacceptable use of the service.

Prohibited Uses

Unacceptable use includes, but is not limited to, any of the following:

1. Posting, transmission, re-transmission, or storing material on or through any of IQ Machines' products or services, if in the sole judgment of IQ Machines such posting, transmission, re-transmission or storage is: (a) in violation of any local, state, federal, or non-United States law or regulation (including rights protected by copyright, trade secret, patent or other intellectual property or similar laws or regulations); (b) threatening or abusive; (c) obscene; (d) indecent; or (e) defamatory. Each customer shall be responsible for determining what laws or regulations are applicable to his or her use of the products and services.
2. Installation or distribution of "pirated" or other software products that are not appropriately licensed for use by customer.
3. Resale of IQ Machines' products and services without the express prior written consent of IQ Machines.
4. Deceptive marketing practices.
5. Actions that restrict or inhibit anyone - whether a customer of IQ Machines or otherwise - in his or her use or enjoyment of IQ Machines' products and services, or that generate excessive network traffic through the use of automated or manual routines that are not related to ordinary personal or business use of Internet services.
6. Introduction of malicious programs into the IQ Machines network or servers or other products and services of IQ Machines (e.g., viruses, Trojan horses and worms).
7. Causing or attempting to cause security breaches or disruptions of Internet communications. Examples of security breaches include but are not limited to accessing data of which the customer is not an intended recipient, or logging into a server or account that the customer is not expressly authorized to access. Examples of disruptions include but are not limited to port scans, flood pings, packet spoofing and forged routing information.
8. Executing any form of network monitoring that will intercept data not intended for the customer.
9. Circumventing user authentication or security of any host, network or account.
10. Interfering with or denying service to any user other than the customer's host (e.g., denial of service attack).
11. Using any program/script/command, or sending messages of any kind, designed to interfere with, or to disable a user's terminal session.
12. Failing to comply with IQ Machines' procedures relating to the activities of customers on IQ Machines-owned facilities.
13. Furnishing false or incorrect data on the order form contract (electronic or paper) including fraudulent use of credit card numbers or attempting to circumvent or alter the processes or procedures to measure time, bandwidth utilization or other methods to document "use" of IQ Machines' products or services.
14. Sending unsolicited mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material, who were not previous customers of the customer or with whom the customer does not have an existing business relationship (e.g., E-mail "spam"); or distributing, advertising or promoting software or services that have the primary purpose of encouraging or facilitating unsolicited commercial E-mail or spam.

15. Harassment, whether through language, frequency, or size of messages.
16. Unauthorized use or forging of mail header information.
17. Solicitations of mail or any other E-mail address other than that of the poster's account or service, with the intent to harass or collect replies.
18. Creating or forwarding "chain letters" or other "pyramid schemes" of any type.
19. Use of unsolicited E-mail originating from within the IQ Machines network or networks of other Internet Service Providers on behalf of or to advertise any service hosted by IQ Machines or connected via the IQ Machines network.
20. Exporting, re-exporting, or permitting downloads of any content in violation of the export or import laws of the United States or without all required approvals, licenses and exemptions.
21. Hosting any services (for personal or business purposes) using IQ Machines network. The use of servers that enable services to be rendered to other users within or outside of the IQ Machines network is prohibited.

No failure or delay in exercising or enforcing this policy shall constitute a waiver of the policy or of any other right or remedy. If any provision of this policy is deemed unenforceable due to law or change in law, such a provision shall be disregarded and the balance of the policy shall remain in effect.

Abusable Resources

Upon notification of the existence of an abusable resource (e.g., open news server, unsecured mail relay, or smurf amplifier), the customer shall immediately take all necessary steps to avoid any further abuse of such resource. Any abuse of an open resource that occurs after the customer has received such notification shall be considered a violation of this policy and enforced as such.

Enforcement

IQ Machines may immediately suspend and/or terminate the customer's service for violation of any provision of this policy upon verbal or written notice, which notice may be provided by voicemail or E-mail. Prior to suspension or termination, IQ Machines attempts to work with our customers to cure violations of this policy and ensure that there is no re-occurrence; however, IQ Machines reserves the right to suspend or terminate based on a first offense.

Electronic Communications Privacy Act Notice

IQ Machines makes no guarantee of confidentiality or privacy of any information transmitted through or stored upon IQ Machines technology, and makes no guarantee that any other entity or group of users will be included or excluded from IQ Machines' network. In addition, IQ Machines may periodically monitor transmissions over its network for maintenance, service quality assurance or any other purpose permitted by the Electronic Communications Privacy Act, P.L. No. 99-508, as amended.

Questions?

If you are unsure of whether any contemplated use or action is permitted, please contact IQ Machines at support@iqmachines.com.