IQ MACHINES
Smart Technology for the MDU Environment

Unite Student Living
Internet & TV Service
Information Packet

IQ Machines welcomes you to Unite Student Living. Like the other amenities provided by the property, the Internet and TV service are a cut above - Unite Student Living has partnered with IQ Machines to deliver a superior Internet and TV experience.

Internet Service

Your Internet connection is powered by a fiber-optic connection using bandwidth dedicated specifically for Unite Student Living. Connecting your devices to the network is simple, and you will enjoy ultra-fast data service across the entire property.

Getting Connected

During the move-in process, you will receive an internet activation email from "portal@iqmachines.com". This message will be sent to the email address you have on file with the leasing office. Please be sure to check all folders in your email, including spam/junk. If you no longer have access to this email address or need to change it, please visit the leasing office for assistance.

Once you receive the email, follow the included instructions to activate your account and connect your devices. The activation email includes all information needed, including a unique password that can be used to connect your devices to the network. The welcome email also contains your username and a link to the IQ Machines management portal, which can be used with the same password to log in and make changes to your account (for example, changing your password if you wish to do so).

Note that all apartments and amenity areas are equipped with wireless access points broadcasting the "Unite Living" network. Once you connect your devices to the Wi-Fi network, they will connect automatically each time you return to Unite Student Living. Furthermore, your devices will work seamlessly as you move throughout the property, whether you are in your unit, an amenity area, or a neighbor's unit.

Connecting to Other Devices in Your Unit

Once you connect a device to the Wi-Fi network using your password, you will be able to connect that device to other devices associated with your apartment unit. For example, you will be able to connect your phone or computer to a printer that has already been connected to the network using login credentials associated with your apartment. Similarly, you will be able to cast video to TVs in your unit that have been connected to the network using login credentials associated with your apartment. Note that your privacy is still maintained wherever you happen to be connected; regardless of your location at the property, internet traffic from devices associated with your apartment will always remain separated from network traffic from other apartment units.

Using Wired Connections

In addition to the Wi-Fi network, each Living Room in your apartment contains a wired Ethernet jack that allows physical connection to the network by devices that support such connections. These jacks have been designed to connect your device automatically if it has been configured with default network settings. Note that any devices connected to wired jacks in your unit will be accessible to other devices associated with your apartment that are connected to Wi-Fi.

Acceptable Use

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.
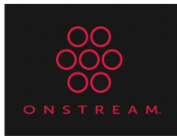
TV Service

Unite Student Living provides live sports and other popular TV programming using a state-of-the-art streaming platform. TV service is delivered over the property's wi-fi network, and TV content that can be streamed to your devices anywhere on the property.

Amazon Fire and Roku streaming players can access the property's TV service using a dedicated app. If you are not using a Roku or Amazon Fire streaming player, any device with a web browser can be used to access the streaming TV content. To access the TV service at Unite Student Living:

1) Connect your device to the Unite Student Living Wi-Fi network (see directions on previous page).

2) For Amazon Fire and Roku streaming players:

        a. Download the "Onstream" app by DISH NETWORK

DISH OnStream

The OnStream App allows you to watch TV on your own device, anywhere on property that has...

Details

        b. Open the App.
        c. An interactive guide will display the available channels.
        d. Select a channel to enjoy sports, news, locals, and other popular cable networks.

3) For other devices:

        a. Open a web browser.
        b. Enter the address "watchdishtv.com".
        c. An interactive guide will display the available channels.
        d. Select a channel to enjoy sports, news, locals, and other popular cable networks.

Note that while TV service can be streamed to your devices anywhere on the property, streaming TV is not available off-site (your device must be connected to the property's Wi-Fi to use the TV service).

Support

The Internet connection at Unite Student Living has been designed to automatically connect to your devices if they are configured with default network settings. If your connection is not working, first check that:

- The wireless/wired network connection on your device is enabled.
- If using Wi-Fi, you are connected to "Unite Living", and you are using the correct password.
- The connection is set to "DHCP" mode (this setting allows the network to assign your computer with a unique IP address automatically).

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 having trouble with your internet service, please do not hesitate to contact us.

Support Hours:	Mon-Fri: 9 AM – 9 PM EST
	Sat-Sun: 9 AM – 5 PM EST

Contact Us:	Website:	https://iqmachines.com/find-your-complex/support-request/
	Phone:	(385) 500-4209
	Email:	support@iqmachines.com

When contacting us, please provide:

- Your Name
- An email address and phone number where you can be reached
- Your apartment complex and city
- Apartment number
- 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.

<u>Prohibited Uses</u>

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.