

To: Baywatch III Homeowners

From: Baywatch III Board of Directors

Subject: Installation of Wireless Internet Service

The Baywatch III Board of Directors has had wireless internet service installed by CityWide Media Group, LLC. This service has been installed at no cost to Baywatch III. It is a 2.4GHz wireless 802.11g/b network infrastructure consisting of on-site antennas and servers. The antennas are installed on boat slips #45, 59, 70 and 83 as well as on the storage areas of the west end of each building. This service will provide an alternate, less expensive internet access option to Comcast to owners and guests. Information on this service, including how to connect to the service, will be provided in a kit to be placed at the front door of your condo. Baywatch III will receive 10% of all revenue collected through this medium. A list of frequently asked questions, including cost, is below. Should you have any questions, please contact CityWide Media services at <http://www.ocwifi.net> or their toll free support phone line 1-888-9OC-WIFI. Please route all inquiries and questions about the wireless internet system to this new number or email [info@ocwifi.net](mailto:info@ocwifi.net).

### **Frequently Asked Questions:**

#### **1. What to do if I forgot my user name or password?**

Please fill out our Live help desk contact form on the bottom of this page and request the password change. Please include your name and billing address.

#### **2. What are the current rates? (Rates are subject to change without notice)**

1 Day Pass--\$7.99

2 Day Pass--\$12.99

3 Day Pass--\$19.99

1 Week Pass--\$34.99

1 Month Pass\$49.99

3 Months Pass--\$69.99

6 Months Pass (\$14.90 per month)-- \$99.40

12 Months Pass (\$12.90 per month)-- \$154.80

#### **3. What types of payments do you accept?**

We accept Visa, Master Card, Discover, American Express and PayPal.

#### **4. How can I renew my expired subscription?**

Next time you log in you will be prompted to renew your subscription.

#### **5. What devices can be used with the service?**

The system can connect any computer, tablet or smart phone with the Internet browser. Internet browser (IE, FireFox, Chrome, Safari, etc.) is required to display the welcome page and process payments. Gaming consoles (i.e., Xbox, PlayStation or PSP) do not have the Internet browser and cannot be authorized with the system.

#### **6. How many computers can be connected to the service?**

Your user name and password can be used to connect any number of computers although there can be only one device using the account at a time. If you try to use your user name and password on the second computer while the first computer is still using the account it will be considered duplicate login and the first computer will be automatically logged out. Excessive amount of duplicate login attempts may lead to your account being suspended.

#### **7. What are CityWide Internet Terms of Use?**

Please read our [Terms of Use](#) carefully. You must agree to these terms in order to continue using the service.

#### **8. Where is CityWide Internet service available?**

The list of buildings with CityWide Internet service can be found in the Live help desk contact form on the bottom of the page under "Service location." We are constantly working on expanding the network coverage into more buildings in the Ocean City. If you are interested in having CityWide Internet service in your building please contact your management company or Board of Directors.