



### ***Cable & Wi-Fi***

Your monthly assessments include the cost of the bulk cable brought into the building. The cable television supplier is WOW! Inc. (formerly Knology).

**Please see info below if you are having issues with your WOW! Cable.**

- To place a trouble ticket for Grand Panama Beach Resort please send an email to [pcbultktroubles@wowinc.com](mailto:pcbultktroubles@wowinc.com)

Please provide the following information:

Grand Panama Beach Resort

Tower X Unit # XXX

Contact name and phone number

Short description of the trouble

- Someone from WOW! Will email back regarding action taken. This email chain can also be used by the customer to respond back to WOW! regarding the trouble.

**If you are interested in subscribing to additional channel upgrades that WOW! offers, please do the following:** - Simply send an e-mail to: [PCbulkupgrades@wowinc.com](mailto:PCbulkupgrades@wowinc.com)

- In the e-mail to WOW! please make sure that you have the following information; a) Owner's full name, primary and secondary contact phone number to reach you, best time of day to reach you, unit number and name of property (Grand Panama Beach Resort) and a short description of services that you are interested in subscribing to. Example: Mary Smith, Tower 1, unit 202, Grand Panama Beach Resort primary: 850-000-0000, secondary: 850-000-000, would like package pricing on 2 HD/DVRs, Showtime and more digital channels. Best time to contact me is Monday through Friday from 5 pm to 8 pm.
- A WOW! customer service representative will contact you within 48 hours to set up your individual account for upgraded services. The representative will be a specialist that is familiar with our account so we ask that you do not call into the WOW! office. Also be sure to give them your correct billing address of where you would like to receive your WOW! statement for additional services.