Summer Book Club: Loving Vs. Virginia
A story of love, law, and the 1960's American South

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University Apartments Housing Post
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Apogee Internet & TV Tips

To reduce noise on the line (poor service), all connections must be snug. Finger tight connections are not tight enough and it is recommended to use pliers or a wrench to snugly adjust the connections. Please note, not much force is needed, so avoid using too much force. If you would prefer for an Apogee technician to meet you at your home to tighten the connections, just call Apogee at 1-844-283-6498 or chat with us via myresnet.com portal. The cables that should be snug are listed below:

- Coax connection from the cable (coming in from the wall or the wall plate)
- If you have TV, there will be a splitter in place. Make sure all 3 connections are tight on the splitters. Be careful when tightening the connection on the back of the TV, because they are fragile and can break easily.
- Make sure the connection on the back of the modem is tight.

To improve wireless speeds, resident's routers should support a 1Gbps wan link (between the router and the modem) and should be capable of broadcasting a 5Ghz network.

Frequently Asked Questions

Q. What is the basic speed we should be receiving?
A. The basic speed is set at 100 Mbps download by 10 Mbps upload. Apogee has a service level agreement of 80% or higher, which means everyone should be able to achieve speeds of 80 Mbps down by 8 Mbps up, assuming the end user equipment is capable of those speeds.

More FAQs on next page ->
Q. What should we do if we are not receiving speeds near the basic level?
A. Contact Apogee at 1-844-283-6498 and request for a technician to meet with you in person. You may also chat with us online at: https://www.myresnet.com/

Q. When are internet speed package increases going to be available?
A. Starting May 22nd, 2017, an optional speed package of 150 Mbps download by 10 Mbps upload is available.

Q. What is the cost for the internet speed increase package?
A. $90 per student, per fall and spring semester and $45 per student, per summer semester

Q. What do we need to do to obtain the speed increase?
A. You can call us at 1-844-283-6498 to request the change or when you renew your account for the summer or fall, you may log into the portal, utilizing your username and password, and request the upgrade there. Portal address is https://www.myresnet.com/account.

Q. Why can’t Apogee provide speeds as high as 300 Mbps?
A. The network equipment in place does not consistently support speeds beyond 150 Mbps.

Q. Will we ever be able purchase speeds in the 300 Mbps range?
A. We cannot guaranty that speeds in the 300 Mbps range will ever be available but we are researching other types of equipment, with higher speed capabilities.
UT FARM STAND

Love fresh vegetables?

Visit UT Farm Stand and purchase fresh produce this summer at Brackenridge Apartments!

We will be next to the main office selling local fruit, vegetables, honey, and bread. Don’t forget to bring your own bag!

Wednesday, June 14, 4:00-7:00 PM
Friday, July 14, 9:00-12:00 PM
Saturday, August 5, 9:00-12:00 PM
June Programs

Thursday, June 8th
"Ice Cream Social"
5pm-7pm @ Gateway Community Room

Wednesday, June 14th
"UT Farmstand"
4pm-7pm @ Brackenridge Community Room
Purchase fresh produce at one of UT's favorite traditions!

Thursday, June 15th
"Loving Day Book Club"
6pm-7pm @ Brackenridge Community Room
Email MSmithey@austin.utexas.edu to sign out a book.
There are 2 remaining and the book is a quick read!
Book Club Voting!

Fill out this survey by June 9th to vote on the next summer book club read:

http://bit.ly/2s4CDbc
Frances is an Administrative Assistant at the University Apartments office. She has worked at the University of Texas at Austin since 1989, in offices including University Health Services, the Bursars office, and for several Division of Housing & Food areas, most recently at Duren Residence Hall.

In her spare time, Frances is a fan of attending sporting events. It doesn’t matter if it’s football, baseball, basketball, or softball; she will be in the stands cheering. Frances is especially a fan of the San Antonio Spurs and went to one of their games this past season. One of Frances’ hobbies is cooking. Her favorite dish is her baked chicken with white rice and cooked vegetables. (Our staff favorite is her delicious, homemade guacamole!)

One thing Frances really enjoys about UT is seeing how the facilities staff works together on projects. Looking back, her favorite memory about working at UT is her time interacting with students daily at the University Health Services office. If you stop by the University Apartments office at Brackenridge, be sure to say hi to Frances!
Contact Us

3501 LAKE AUSTIN BLVD
AUSTIN, TX 78703
MONDAY-FRIDAY 8AM-4PM
512-232-5299
DHFS.APARTMENTS@AUSTIN.UTEXAS.EDU

MAINTENANCE REQUESTS

housing.utexas.edu/mrf
A written form may be submitted at the office.

PEST CONTROL

- Submit a Maintenance Request online
- Routine pest control requests are scheduled each Monday through Friday from 8am-4pm
- You are required to leave your apartment when pest control staff arrive and remain away for 2 hours, or until the work is completed
- Emergency pest control situations should be reported to office staff or after-hours staff immediately

APT LIFE STAFF

Apartment Coordinator
Julie
Brackenridge
Ana
Nije
Gateway
Bruno
Jake
Colorado
Daria
Melissa
Mustafa

Contact your CA for questions about University Apartments living and upcoming programs!

Follow us on Facebook to stay up to date with programs and chances to win prizes!
facebook.com/UTexasApartments

OUR VISION

To create transformative living and learning environments where students feel safe, involved, and inspired to change the world.

APOGEE INTERNET AND CABLE

CALL: 1-844-283-6498
CHAT: support@resnet.net
TEXT: "RESNET" to 84700

CONCERN/QUESTION ABOUT CAMPUS SHUTTLE

Email shuttle@utexas.edu