



A part of UPMC Senior Communities
Managed by Presbyterian SeniorCare Network

TO: Independent Living Residents

FROM: Mark Nord, Senior Director

DATE: August 6, 2026 *MN*

RE: Armstrong Installation Schedule as of August 6, 2026 and a FAQ Guide to Upcoming Cable, Internet, Telephone Systems Upgrades

The installation schedule provided by Armstrong is listed on the back of this memo. As additional units are added to the schedule, we will provide an updated list.

Also, I have prepared answers to the frequently asked questions we have received regarding the bundled cable, internet, and telephone system installation.

If you have any questions about the services or fees, please feel free to contact me at 724-776-8497 or Mnord@srcare.org.

Frequently Asked Questions

Will 4-digit dialing still work? - All calls to/from independent living will be 10-digit dialing.

Will SO pay for replacement phone? – Yes, if the current phones in a unit are not compatible with the new system, we will replace them.

Will SO fix the wall where a telephone previously existed? – Yes, a plate will be installed over the existing phone jack.

Is opting out of the package an option? – No, it is a bulk package that bundles the services and cost for all independent living units on campus.

Are there tiers to choose from or just one package? – The service that will be provided to you is two HDDA cable boxes for the basic cable, 500 mbps fiber optic internet with WIFI, and telephone service. Upgraded services and/or additional devices will be a separate charge from Armstrong. Sherwood will bill residents for the bundles services and Armstrong will bill you directly for any upcharges.

Price of the package? - \$120.50

When does work begin and effective date of the change? – The initial installation will begin on August 12. The current available installation schedule is included with this memo and is subject to change by Armstrong. The effective date of the billing changes will be on your September statement.

Armstrong Installaton Dates as of August 6, 2026

Unit	SCHEDULE DATE
101	8/12/2026
102	8/12/2026
103	8/12/2026
104	8/12/2026
105	8/12/2026
106	8/12/2026
107	8/12/2026
108	8/12/2026
110	8/12/2026
311	8/12/2026
109	8/13/2026
111	8/13/2026
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Unit	SCHEDULE DATE
137	8/14/2026
138	8/14/2026
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146	8/14/2026
148	8/17/2026
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