

Comcast Upgrade

The Deal and Important Things to Know

April 19, 2018 (Revised from Original)

Updated May 2, 2018

Current Status - Summary

- Bermuda Greens has signed a new bulk agreement as of 3/29/2018
- The new agreement includes <u>Video (TV)</u> and <u>Internet</u>
 Services and <u>Fiber Infrastructure</u>
- Comcast is in process of setting up their environment for us to begin ordering and installing the new services in 2 separate time periods.

Current Status — Service Deliveries

- There are 2 major deliveries of services
 - 1st is for the X1 Video (TV) and Blast Internet services
 - Residents can begin calling to set up installation on May 7,
 2018 and these installation services are FREE for a 6 month period ending November 7, 2018.
 - 2nd is the installation of Fiber to the Imperial Community
 - Construction to install the Fiber Network will start Q3 2018
 - Resident Connection to the Fiber network approx. 6 months after the construction start. Sometime in 2019.
 - A separate 6 month installation period will be determined when the Fiber network is ready for us to connect in 2019.

Some New Deal Benefits

- ■No Internet Data Caps
- Competitive Home Values with Other area Communities
- ■In-Home Wiring "Health Check"
- ■No "HD Technology Fee" (\$10)
- ■Broadcast Fee Capped at \$5.50 with 4% escalation NOT \$8 uncapped)
- ■No "Regional Sports Fee" (\$7)
- •Greatly minimize monthly equipment rentals
- Heightened Customer Service
- Specialized Call Center
- Dedicated Customer Service Representative
- Local Bulk Escalation Team
- Ability to manage home from around the world

Comcast Deal Comparison		
Bermuda Greens 230 Units	Current Deal (expires 5/7/2018)	New Deal (Effective 5/7/2018)
Level of Video Service	HD Digital Starter	HD Digital Preferred
Equipment Included	1 HD Box 2 HD DTAs	1 X1 HD DVR (Whole Home) 2 X1 Companion HD Boxes
Bulk Cable Rate	\$44.30 (includes Broadcast TV fee)	
Product Penetration	Internet 81% Digital Preferred 25% DVR 20% X1 17% Avg. # Boxes 2.1 Avg. Retail Bill \$76	
Term of Agreement	Expires 4/18/2026	12 Year
Bulk Internet Speed		Blast! 100Mbps (includes Wi-Fi)
Double Bulk Rate		\$74.50 (Includes Broadcast TV Fee)
Annual Escalation	4%	4% (Broadcast TV fee capped)
Common Area Courtesy Accounts		1 Video & 1 Internet Courtesy Account 1 Wi-Fi Hotspot
Infrastructure Type	Coaxial	FTTH
Customer Service	Call center with product specific specialists	Bulk Call Center with specialists trained

New Bulk Agreement Has 4 Important Dates

- 1. <u>5/7/2018</u> is the Activation Date or the 1st day residents can call to set up installation of their new services.
- 2. <u>6/7/2018</u> is the Billing Date or the 1st day Bermuda Greens management will receive the condo bill for all 230 units at the new price.
- 3. 11/7/2018 is the last day for FREE installation of the new services.
- 4. 3rd Qtr 2018 approximate time the new FIBER network build out will begin.
 - Approx. 6 months after the Fiber build starts we will be able to call to connect to the new network.

Two Types of Comcast Bills

- 1. The Bulk Bill this is billed and paid by the Bermuda Greens condo management.
 - 1. Please Note: your quarterly fees have already been increased to account for the new bulk agreement price. It was \$44.30/mth for Video and is now \$74.50/mth for Video & Internet. (\$90/Qtr)
- 1. The Resident Bill This is billed to the individual resident for services outside of the bulk agreement.
 - Many of our residents may not have a bill because they do not contract for any services beyond the bulk services.
 - Some have bills today for cable boxes or modems and these bills may go away with the new bulk agreement
 - Some may have bills for telephone services or additional Video services such as HBO, additional boxes beyond the 3 included in the bulk agreement etc.

Resident Next Steps

- All Residents should call after 5/7/2018 for Installation and/or to confirm Billing.
 - Contact an Xfinity/Comcast Care Agent at 1.800.934.6489 or Stop by an Xfinity Store on or after 5/7/2018 to have the Comcast Agents review their Account and make any adjustments or updates needed.
- Even if you aren't ready to set up your installation date you want to review the billing to ensure its accounts for bulk changes and other Resident specific changes you may want to make on your account.
- Important information before you call:
 - The Primary Account Holder on Account must make the call.
 - They will need their Account Number, Address and Phone Number(Primary Phone Number Listed on Account), and Social Security number.
 - If they do not know the Primary Phone Number or authentication information on Account they
 will need to go the Xfinity Store of their choice and show identification, etc.

Resident Next Steps - Continued

- 3. The FREE installation Window is from 5/7/2018 11/7/2018. We encourage every resident to schedule their installation at their earliest convenience and within this window to take advantage of the FREE period.
 - If you can not personally be onsite to do the install during this timeframe and want to have it done during the FREE install period you can contact your home watcher, friend or another 3rd party firm to be onsite with Comcast to do the install.
 - The condo owner is responsible for all the coordination and any costs if they wish to use one
 of these services.
- 4. Please Note, if you can't get the installation done before 11/7/2018, you can still get them installed per the bulk agreement the only difference is Comcast will charge an installation fee, currently \$60.
- 5. Also note, the new deal includes 3 Video boxes. You must have a TV for every cable box you wish to install. If you only have 1 or 2 TVs now and later wish to add a third you can do it later by installing it yourself or paying Comcast to install. You do not need to install 3 boxes if you don't need them.

3rd Party Installation Options

- If a resident would rather use their home watcher to cover their installation then they can just call them and work out the arrangement with them.
- If a resident has no one to cover the install during the FREE period, then an independent Home Watch Service is available for use if they choose:
 - Home Watch Enterprise Brian Pray 239-249-1554
 bcpray@homewatchenterprise.com / www.homewatchenterprise.com is available to work with our residents to oversee the installation at the owners request. (Brian is a former BG owner)
 - <u>Towne Properties</u> (Our BG onsite Property manager) can work with Brian to gain access to the units <u>with the owners permission</u>. 239-514-0722 or <u>bermudagreensoffice@gmail.com</u>
- The condo owner is responsible for all coordination and any costs for either of these options if they elect to use it.

Resident Next Steps – Seasonal Hold

- Residents That are Not on Seasonal Hold
 - May result in a credit situation when the new bulk billing kicks in on 6/7/2018. Therefore, these residents will need to
 contact Xfinity/Comcast Care Agent at 1.800.934.6489 to request any credits either remain on their Account or refunded
 when the bulk billing is switched over.
- Residents That Have any Bulk Services on Seasonal Hold
 - Residents that have placed any services/equipment included in the New Bulk Agreement on Seasonal Hold should remove
 Seasonal Hold on or 6/7/2018 by contacting an Xfinity/Comcast Care Agent to remove Seasonal Hold and request New Bulk
 Agreement services/equipment be updated to reflect new Bulk bill rates.
 - If a resident chooses to remain on Seasonal Hold on or after 6/7/2018, Seasonal rates will remain on the account until they remove it and at that time the resident's account will be returned to the billing status pre Seasonal Hold. It will not be automatically updated to the New Bulk Agreement rates. The customer will need to contact an Xfinity/Care Agent at 1.800.934.6489 to request services/equipment to reflect included New Bulk Agreement services/equipment.
 - Bottom-line: Do not put any bulk services in Seasonal Hold.
- Note: If you elect to put any service such as phone on seasonal hold be sure to clearly review how that
 impacts all your services and billing.

Residents on Promotional/Intro and/or Bundled Packages (more than X1 Digital Preferred and Blast Internet)

- Many residents have product bundles or promotional packages that can be impacted with the new bulk agreement. Only the Comcast customer agent can tell you exactly how your Resident bill is impacted when the new bulk services start billing to our COA on 6/7/2018.
- Residents on any Promotional/Intro and/or Bundled Packages that include New Bulk Agreement Services need to contact an Xfinity/Care Agent at 1.800.934.6489 on or after 6/7/2018.
 - The Xfinity/Comcast Care Agent will switch all services included in New Bulk Agreement and update the resident on options regarding anything outside of the New Bulk Agreement that best fit their needs.

What if I install New Bulk Services before 5/7/2018

- If a resident chooses to take advantage of the X1 Entertainment services and equipment before 5/7/2018 the resident will not see New Bulk rates until 6/7/2018 and will be charged retail or promotional/intro package rates until Bulk Billing start Date.
- In addition the resident will be charged the Professional Installation charge that is currently \$60.00 if requested before 6/7/2018 and before free installation window.
- Note, if the customer opts to switch prior to the new bulk timeframe, they will need to call during the new bulk service install window to switch to the new bulk agreement.

Internal BG Cable Team – Next Steps

- 1. We have scheduled an onsite work session with Comcast to help any onsite residents with scheduling their installation and answering any billing questions. This is a complimentary service offered to assist those uncomfortable with calling the call center or prefering one on one support to get set up.
 - ✓ <u>Scheduled for May 8th 1:00 5:00 PM</u> @ the Bermuda Greens Clubhouse. No appointments required just walk in and there will be Comcast representatives onsite to assist you.
- 2. In addition, we will be setting up onsite X1 training sessions in June, October and January.
 - 1. The June session will be sometime between June 14 and June 19th.
 - 2. For Other sessions All Dates/Times To be confirmed.
- We are working to schedule install of Clubhouse courtesy Internet and Cable TV accounts and the BG WIFI Hotspot. Dates To be confirmed.
- 4. We are working on continuous communication and sharing more materials such as Frequently Asked Questions (FAQs) and more.

Questions

- <u>Jan McCloskey</u>, unit E10, is a technical consultant working with the board and Comcast on the deal and the rollout. If you have any questions you can reach her at <u>imccloskey@ontrackconsult.com</u> or 617-653-1409.
- Property Manager Towne, can be reached at bermudagreensoffice@gmail.com or 239-514-0722
- Comcast (only call after 5/7/2018 as their representatives will not be aware of this new deal until then) 1-800-Comcast (266-2278)