COMCAST INFORMATION SHEET

PROPOSED COMCAST CONTRACT in a "nutshell"

CABLE TV + INTERNET for $55.00/month

- The proposed package will include the cable TV "Popular" package with one X1 HD receiver and two HD digital adaptors.
- Internet includes 300/10Mbps "Fast" connection with modem/wireless router.

This same package purchased on your own would be $150/month + tax and a $14/month modem rental and would not include the X1 HD receiver or the two HD digital adaptors.

The X1 HD receiver includes the apps that connect you to your favorite streaming services like Netflix, Hulu, Disney+, etc. It also includes "Peacock", Comcast's version of Netflix

300/10Mbps internet alone would cost $80/month + tax and $14/month modem rental.

If you are one of the nearly 90% of homeowners who currently subscribe to Comcast internet, you will see a significant monthly savings. If you are interested in faster internet speeds, you will be able to add that at a cost of $10/month for each step above what the association offers. **You will also eliminate the yearly phone call to negotiate a better promotion!**

The internet package that the Association would like to include in the renewal contract is the following:

- **300/10Mbps** (300 download/10 upload) **"Fast" internet connection and wireless modem.** (Regular retail pricing is $80.00 per month + $14.00 to rent a modem/wireless router.)

The cost to each homeowner for adding this internet package would be an additional $25.00 per month with a 5 year agreement paid in homeowner dues. Up to a 5% annual rate increase may be applied.

- **Television would still be included**. Comcast will continue to provide **"Popular"** (previously called the Digital Starter) cable television package (for a list of channels please send an email to lakeviewheightsutah@yahoo.com) with **one X1 HD receiver and two HD digital adapters** for bedrooms. (Regular retail pricing for the "Popular" TV is $70 per month + tax with one standard definition receiver.)

Want to increase your internet speeds? For those that would like to subscribe to Comcast for faster speeds can do so at discounted rates. Each step above what the Association provides would be $10. Below is what the total cost paid directly to Comcast would be:

- 300/10Mbps package – Resident pays Comcast $0 (covered by the Association)
- 600/20Mbps package – Resident pays Comcast $10
- 900/20Mbps package – Resident pays Comcast $20
- 1200/35Mbps package – Resident pays Comcast $30

In summary, adding internet to the bulk contract would cost each homeowner $30 for television (already being paid to the association in dues) plus the additional $25 for the internet service for a total of $55 per month. The retail value of this package is $150 per month + tax with an additional $14 to rent the modem and would only include one standard definition receiver. Other benefits to consider are increased internet speeds at discounted rates and the elimination of the yearly phone call to Comcast to negotiate a better promotion.

Below are questions that homeowners have asked and the answers to those questions. You may find them helpful when deciding how to vote.

What is the X1 HD Receiver?

- X1 HD Receiver – The X1 HD Receiver provides a more interactive experience than conventional cable receivers have in the past. It includes a voice remote, fully interactive guide, and apps to connect you to your favorite streaming services like Netflix, Hulu, Disney+ etc. It also allows for music to be streamed.

What is the HD Digital Adapter?

- HD Digital Adapter – The HD Digital Adapter is a more basic box that people generally use in bedrooms as this service doesn't include the fully interactive guides and menus that the X1 service does.

For more information on the difference between the devices go to www.xfinity.com/support/articles/difference-between-cable-box-and-digital-adapter

What does the up to 5% increase over the next five years mean?

- Each year Comcast evaluates the programming licensing costs and will notify communities of a rate increase of up to 5%. So for simple math, if the community was currently paying $20.00 per unit and received a 5% rate increase of $1.00, their new rate in year 2 would be $21.00. The rate increase may come in lower some years, but will never be over 5%.

How many devices should 300 Mbps support?

- Comcast offers speeds from 100Mbps to 1200Mbps. The 300mbps internet package is the most popular package subscribed to because most people find it sufficient for their needs. However, everyone's bandwidth requirements for work or personal preferences are different. Homeowners can purchase additional speeds if desired at a discounted rate.

What about data caps and speeds being affected by usage amounts?

- With bulk agreements, data caps are removed, and usage is unlimited. Comcast does not throttle speeds so users should not see any changes in bandwidth due to usage.

Won't 300/10Mbps feels like it is crawling after a year or two compared to other speeds?

- Historically Comcast has automatically increased speeds to their packages every year or two based off customer demand / needs. A few years ago this package was 50Mbps then it bumped up to 75Mbps, then 150Mbps, then 200Mbps and it is now 300Mbps. It

would be reasonable to anticipate at some point in the future that this package will see another increase in speed as a result at no additional cost.
- During initial negotiations, this same package was in fact at 200/5Mbps. It was automatically upgraded to the 300/10Mbps at no additional cost.

What is "Fiber" and does Comcast have that technology?

- **Fiber to the Neighborhood –** Comcast's network is considered a hybrid-fiber-coax (HFC) network. An HFC network means that fiber is run to a certain point within the community and then converted to a signal that is compatible with the home's existing wiring (coaxial cable). This ensures that Comcast can still deliver gigabit speeds to the home without needing to install new wiring on the home or drilling to install a new line in the home.

How will switching from individual contracts to the bulk contract work?

- Comcast will have a team audit every address within the community that currently has internet services and convert every account possible to the new bulk services. Some accounts may have unique aspects that may require the customer service team to speak with the homeowner before the transition can be completed. Comcast will provide the Board with a list of addresses that need to call to complete the transition. For anyone who does not have Comcast internet services currently, they will need to contact the customer service or visit a local office to get a modem.

The contract the Association has with Comcast is up for renewal in July of this year. As specified in the Association covenants (Article IV 4.2b) the board will be asking for a vote from homeowners before a renewal of the contract is entered into.

We are grateful to those homeowners who have responded with their opinions about the Comcast renewal. Those preliminary opinions helped provide direction in our initial communications about renewal options with our Comcast representatives. We also appreciate those homeowners who came to the Comcast board meeting in March. It may be of interest for those who are opposed or those who are still undecided about how to vote to know that the homeowners attending the meeting "against" adding internet to the contract, left as being "for" adding internet at a rate of 100%.

The Comcast renewal ballot will be arriving in your mailbox sometime during the month of May with instructions on how to submit it. It will include three voting options:

1. Add internet services to the bulk contract.
2. Do not add internet services but keep TV.
3. Do not renew contract.

If you would like to submit your vote now, we are accepting "early" voting. Email lakeviewheightsutah@yahoo.com. Include "Comcast Vote" in the subject line. In the body of the email include: your name, your address, your Lot #, and your vote (1, 2, or 3) as written above. Your email will be filed and your vote will be recorded in a spreadsheet. You will not receive a ballot in the mail.

Please don't hesitate to reach out if you have additional questions. Please email questions to lakeviewheightsutah@yahoo.com