

**Questions/Answers Bulk Cable Contract Between Rosedale HOA and Spectrum, Effective
October 1, 2017**

Q. What is covered by the bulk agreement?

A. The bulk agreement provides approximately 125 channels under the Spectrum Select TV Service plus digital music channels and access to On-Demand services, two set-top boxes (select Digital Set-Top Box, Digital DVR Set-Top Box, HD Set-Top Box or Digital HD DVR Set-Top Box) to receive the TV services, 100 Mbps of high speed Internet along with an WiFi router to enable internet services through most of the home.

Q. What is the cost and how is it paid?

A. For the first year of the contract, the cost will be \$45 per month plus taxes of \$1.18, or a total of \$554 for the year. This cost will be included in the annual HOA dues payable at the beginning of each year.

Q. Can additional services be obtained through the bulk agreement?

A. No, additional services are available, but on a retail basis from Spectrum. The HOA has not negotiated additional services or prices on those services with Spectrum, but Spectrum has offered competitive rates for landline phone service, additional internet speed and additional TV channels and services at current retail prices.

Q. What additional TV services are available to be billed to each homeowner?

A. Spectrum will provide additional TV channels under its Tier 1 or Tier 2 channel listings along with Premium channels such as HBO, Showtime, Encore, etc. The following monthly service schedule was provided by Spectrum:

- Tier 1 TV Channels \$12 (139 general interest Channels)
- Tier 2 TV Channels \$12 (93 mostly-sports themed Channels)
- Spectrum TV Silver Service - Tier 1 + HBO, Cinemax and Showtime \$20
- Spectrum TV Gold Service - Tier 1, Tier 2 +HBO, Cinemax, Showtime TMC, Starz, Encore and Epix \$40
- Premium Networks \$15 a la carte

Q. What landline phone services are available?

A. Spectrum will provide landline phone services billed to each homeowner at a cost of \$19.99 per month. These services will include voice mail and caller ID. With the transition to a new bulk contract, each homeowner desiring to maintain their present landline phone number should arrange to have phone services continued.

Q. Are higher internet speeds available?

A. Yes, Spectrum will offer up to 300 Mbps internet speeds if desired. However, for most homes this higher speed is not necessary for regular internet use and streaming of TV content. Higher speeds are beneficial for gaming and home business purposes.

Q. Will I get 100 Mbps of internet speed at all my WiFi enabled equipment?

A. No, the 100 Mbps is what Spectrum will provide to each home's access point. From that point, service range is up to 230 feet, however speeds and coverage are not guaranteed beyond the access point and can be impacted by: home wiring; WiFi interference from other technologies; walls and doors; and longer distances. In some instances, homes may not be able to receive WiFi services outside the home on lanais or patios. To extend WiFi coverage, a wireless extender can be purchased from an electronics retailer (approximate cost \$40 to \$110).

Q. Are "whole-house" DVR services available?

A. Presently, Spectrum does not offer "whole-house" DVR services. Spectrum will grandfather in all those customers who presently have "whole-house" services under Bright House Networks Voyager until Spectrum offers its "whole-house" DVR services.

Q. What is the cost for DVR services for individual TV's?

A. DVR services are presently priced at \$11.95 per month per TV. However, to receive DVR services, a homeowner would need a DVR box at each TV that they wanted to have DVR services. Spectrum is allowing us to select one or two DVR boxes as part of the bulk service agreement, however, anyone selecting a DVR box as part of the bulk agreement will be responsible for the DVR services fee of \$11.95.

Q. For part-time residents, are turn-off services or temporary suspension of services available and at what cost?

A. Yes, for the individual homeowner portion of services, temporary suspension may be available for landline phone services at a cost of \$5.00 per month. The bulk agreement will not be suspended, so Spectrum Select TV and internet services will always be in place. In addition, part-time residents can suspend any additional TV services for Tier 1 or 2 and premium channels.