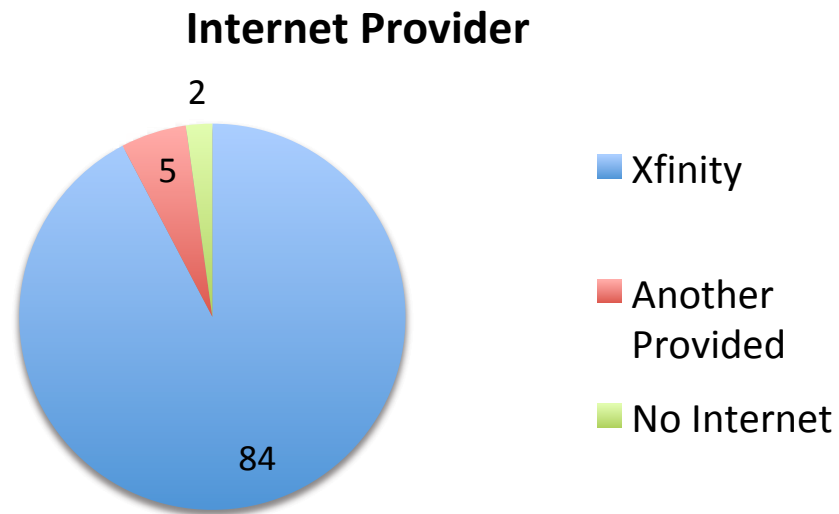


# Xfinity Update

Survey results are in:

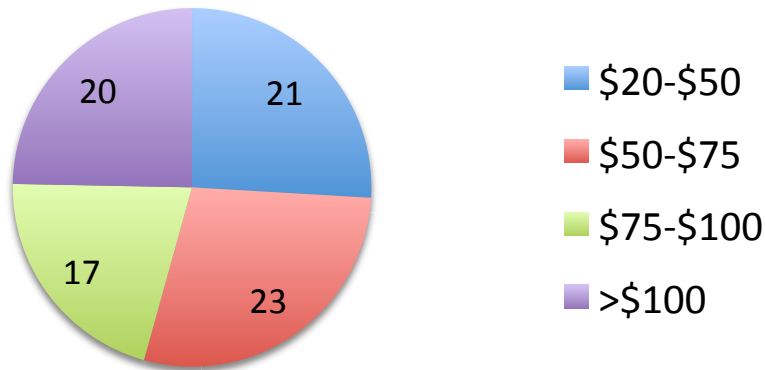
- We have received 92 responses (63%)



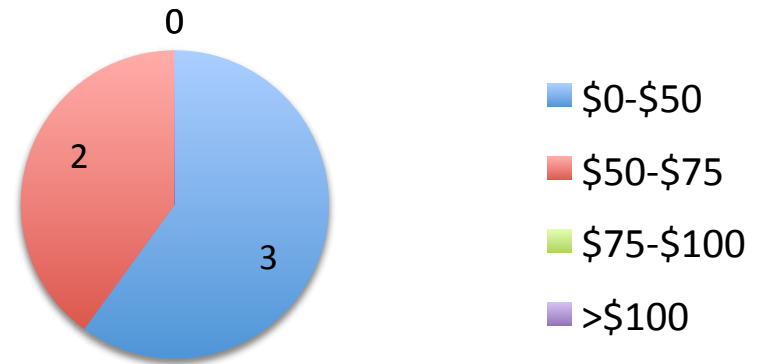
- 91% of those who responded use Xfinity for internet (84/92)
- Xfinity data indicated 83% of Tamarind customers utilize Xfinity internet

# Survey Results

What is your total Xfinity Bill



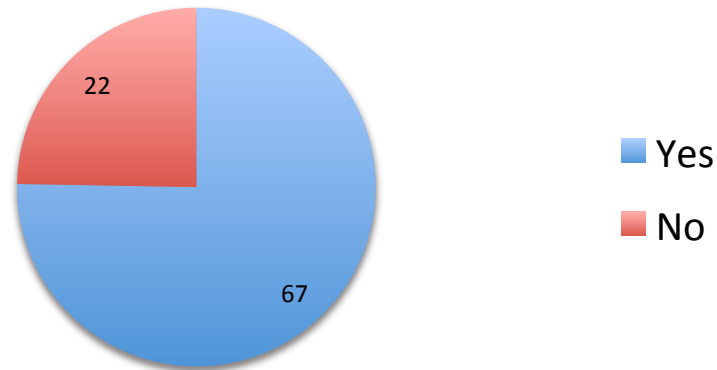
What do you pay other Internet Providers



- 74% of those who use Xfinity for internet will save money by adding the service
- Seasonal service results in 26% of owners with minimal change to current cost (some slightly higher and some slightly lower depending on how many months they suspend service)
- 2 of the 5 non-Xfinity customers will save money with internet provided by the Association
- It will cost the 2 owners who responded that they do not have internet more money

# Survey Results

Would you support adding internet?



- 75% of those who answered chose to support adding internet

Mini survey (only 4 replies)

- 1 said their average cost is less than \$38/month
- 1 said they are still on a promotional rate
- 2 said they are not satisfied with Xfinity service

# Extrapolating the Data

Assumes 83% of Tamarind owners utilize Xfinity internet.

Assumes the answers to the questionnaire are representative of the entire Tamarind population

90 current Xfinity users will save >\$13 to >\$63 per month

7 non Xfinity users will also save >\$13 per month

97 owners will save money (67%)

30 current Xfinity users will range from a savings of \$13 to an additional cost of \$13 depending on the length of their seasonal suspension

11 non Xfinity users will also fall in this range

41 owners will see an impact of +/- \$156 to their annual cost

7 Current owners with no internet service provider will see an increase of \$37/month

# Xfinity Follow-up Questions

Xfinity/Comcast Follow-up questions:

- Are there reduced rates for add-on services and can we get a pricing list for:- Additional Services above and beyond what is underwritten in the Bulk Agreement, regardless if it Bulk Video, or Bulk Double Play with Video/Internet, add-ons are purchased by the resident on an individual basis. There are always promotions going on, so if a promotion was available, the resident can opt for that. Much like you are doing now... you are purchasing your Internet on your own and it is now retail. More than likely you had a promotion at one time. A resident would simple call the 1-800-Xfinity phone number or stop in a local Xfinity store.

- o Phone service. Would that service be VOIP or landline? We have both.

- o Faster Internet speeds. Yes, we have speeds from Connect More 100/10, Fast 300/10, Super Fast 600/20 to Gigabyte speeds of 1.2/35 and 2 Gig symmetrical. If your community goes with the Double play to include Internet, residents that want faster speeds than underwritten in the Agreement, simply pay the difference in the residential rate. As an example, if we underwrite Fast 300/10 and a resident wants to upgrade to Super Fast 600/20.. they would simply pay \$10.00 (which is the difference between the retail cost of those tiers.

- o Discounted Wireless plans through Xfinity Mobile for any owner that switches from existing wireless providers, Yes there are discounted xfinity Mobile plans available for Xfinity customers. There are some great programs available! Simply stop in an Xfinity Store or call 1-800-Xfinity and they will get your resident all set up.

- o Premium videos packages, Yes, Premium packages are available ala carte.. The resident would simply call the 1-800-Xfinity number and let the agent know what Premium you would like to add on. If there is a promotion at that time, the resident could take advantage.

# Xfinity Follow-up Questions

- How will existing customer contracts (that may or may not be at promotional pricing) be transitioned?, Once the Agreement is signed, all the residents accounts are recoded to remove any billing codes associated with the services and equipment underwritten in the Agreement. We do all this in back office. If you go with the double play, which includes the internet, we do free installs for each resident of all the new equipment. When the resident is calling to schedule their free install, they can go over their current bill and determine what they would like to do with add on's etc.
- Can Wi-Fi hotspots be added anywhere else on the property?

As additional feedback, we received multiple comments/questions about poor Xfinity Service. We would propose that a service level agreement be included as part of our contract that includes services like but are not limited to:

- Dedicated account representative – I see that Michael Bazaire was your community account representative in the past. Michael is no longer with our Company. I will request a new Community Account Representative be assigned to your property.
- Response and resolution times for service calls- There is language in the Agreement for this. We have gone to a National Template in our new Agreements.. Once you have decided on an option, I will populate an Agreement for your review. “ Company will maintain a local or toll-free telephone number, which will be available to its subscribers 24 hours a day, 7 days a week. Company representatives will be available to respond to customer telephone inquiries during normal business hours. Company will begin working on service interruptions promptly and in no event later than the next business day after notification of the service problem, excluding conditions beyond the control of Company.”
- Fee rebates for service interruption - Comcast adheres to all FCC regulations and exceeds industry standards, less a Force Majeure . The Agreement is governed and construed in accordance with applicable federal laws and regulations and by the laws of the jurisdiction in which the Property is located.

# Xfinity Follow-up Questions

- Signal level guarantee- Comcast adheres to all FCC regulations and exceeds industry standards, less a Force Majeure . The Agreement is governed and construed in accordance with applicable federal laws and regulations and by the laws of the jurisdiction in which the Property is located.
- Extension solutions for full clubhouse and office coverage. – I will get you in touch with our Business Services Representative to discuss solution for the clubhouse and office.

Lastly we have several concerns from a contract perspective. While we appreciate the shorter 5 year contract proposal, technology is changing quickly and many current broadcast services are transitioning to fee based streaming. The first draft proposal included a 36 month renegotiation clause. We would ask:

- That this clause be included in our contract and that it states that the clause is for the customer only.- Yes, I can get this included in the Agreement.
- The 4% annual escalation be limited to the lower of 4% or CPI - Comcast polices are corporate and do not involve CPI.. All increase are 4%, but will be INCLUSIVE of rate and rebroadcast fee.
- The 4% maximum escalation is inclusive of all current and future fees . The 4% max cap is inclusive of rate and rebroadcast fee. Local, State taxes are in addition.

# Next Steps

- Follow up negotiation session scheduled for Thursday September 1.
- Negotiation team will be led by Tom Crichton and supported by Gerry Meiler and Rob Emo of Tamarind and both Ed Olson and Colleen Fletcher of Sunstate.
- The team believes that our negotiation position will be strengthened by choosing a single option rather than negotiating multiple options.
- Goal is to reach a decision as to whether or not to include cable today.
- Finalize contract details for approval at the September Board meeting so that costs can be appropriately incorporated into the 2023 Budget.