

November 23, 2021

Dear Fellow Grand Harbor and Oak Harbor Residents,

This letter is a reminder and an update on the new arrangements we will have with Comcast to provide all residents a Bulk TV and Internet service package beginning December 21, 2021.

Between now and December 21, there is no need to do anything. After that date, and for a period of six months, free Comcast installation will be available for anyone needing to upgrade their remote TV access to the X1 voice activated platform or to upgrade their services where a Tech is needed. The Tech will also set up the WiFi connection in the residence and assign a new WiFi password. A Tech will also be available to instruct any resident on how to access the many services available through the X1 platform. The Tech will test to insure there is a strong signal throughout the residence, and if not, will recommend a solution, which would be at the owner's expense.

If you have Internet service from another provider, you can keep that service, but your HOA dues will still include the Comcast Internet fee. Comcast has recently increased the Internet speed for their various packages. Our basic package is called Blast and now is increased to 300 Mbps. For \$10/month more, a speed of 600 Mbps (Extreme package) can be selected. Even faster speed options are available.

Since Internet will now be included in your HOA dues, any resident who currently subscribes to Comcast internet as a retail customer will have their monthly bill automatically adjusted back to December 21, 2021 by Comcast to eliminate this charge. The adjustment will be reflected on your bill depending on your billing cycle and could take one to two billing cycles to be recorded. The new contract includes free access to all of Peacock (NBC) channels and library of shows.

The basic TV package is called Extra and includes 245 channels of SD and 145 channels of HD. For an extra \$20/month, again a substantial savings off the retail price, the Digital Preferred TV package can be added with an additional 114 SD channels and 34 HD channels. A channel guide for both packages is attached. Disregard any reference to Basic or Extra on the Extra Channel guide, all are included in the TV package price. Three DVR's are included free with the service which includes 150 hours of recording space for each residence.

As with the current contract, seasonal suspension is not available for bulk services such as TV and Internet under the new contract. However, with the favorable pricing and free modem/router/WiFi equipment, residents would save a little over \$200 vs a 6 month

suspension of internet service. Non bulk services such as phone or home monitoring can be placed on seasonal suspension.

Comcast will host a remote Town Hall on December 8, 2021 at 4:00 pm to provide you more information and to answer any questions. You will receive a link to the meeting from AR Choice. Please submit any questions in advance to Angelia DiMatteo at adimatteo@archoice.com. A chat button will also be available on the call.

As a Bulk Service customer, it is important that any service issue you have gets routed to the Bulk Service Center. The phone number to call for service is 1-800-XFINITY (1-800- 934-6489). This is also the number for retail accounts. Comcast identifies its customers by the phone number registered with the account. As a Bulk Service customer, if you call from the number associated with your account you will be routed to the Bulk Service Center. If you call using another phone number, you might not get routed to the Bulk Service Center and might not get the prompt service resolution you need. You can have more than one phone number associated with your account.

Some residents have noticed that Comcast cables leading to the residence are exposed or only barely buried. If this is the case for you, please contact Angelia DiMatteo at adimatteo@archoice.com and she will arrange to have Comcast bury the cables at least 6" deep wherever possible.

Later in December you will be receiving a letter from Comcast regarding the new service. We are excited about this new arrangement with Comcast and believe it will enhance the experience of living in Grand Harbor and Oak Harbor for most residents.

Sincerely,

The GHCA Cable Committee

Dale Jacobs

Bill Kofoed

Alan Romano

Attachment: Basic TV Package (Known as "Extra") Channel Guide
Digital Preferred TV Channel Guide