

Dear homeowners,

We'd like to take a moment to bring everyone up to speed as much as possible regarding the new Bulk Services agreement for cable and internet services as follows:

1- As you know, the Chapel Trail Owners Association maintenance dues increased to **\$260 per Quarter** effective Jan.1, 2016. Many homeowners have been inquiring as to why the increase is due before the internet services are activated. The increase is not solely due to the addition of internet services, nor is internet portion the only service that isn't provided for yet that is included in the payment. There are other services to be rendered that are budgeted for and included in the payment as well. The budget has to be established annually for our fiscal year and divided by the number of payments for the year, which is 4 in our case. It just so happens the Comcast contract does not run with the fiscal year of Jan to Dec, but rather splits the year.

2- The new Bulk Services provided by Comcast through Chapel Trail Owners Association is proposed to include:

- Community-wide updating of all wiring
- In-home professional installation by appointment by a Comcast technician
- Dedicated Bulk Services Specialty Call Centers in Florida (Ft. Myers or Jacksonville)**
- Xfinity X1 platform including High Definition (HD) cable programming.
- High Speed Internet of 75 mbps
- No caps on data
- (1) HD DVR (Watch and record up to 6 programs simultaneously)
- (1) HD Companion Box (access to recorded programming on DVR)
- (1) HD DTA Box (only cable programming; no access to DVR)
- (1) High Speed Dual Band Wireless Router/Modem
- HBO Premium channel package

**** IMPORTANT NOTE: Please be advised that all your phone numbers that would potentially be used to call from along with the names of persons authorized to speak for your individual account, MUST be registered with your Comcast account so your call is automatically routed to the Dedicated Bulk Services Call Centers. Please be sure to register with Comcast at 1-800-COMCAST (800-266-2278).**

3- Existing Comcast internet customers may be turned over to Bulk Services under the new contract and may begin to save on their individual bills right away, however this has not been finalized. Regardless, Comcast will be able to credit or adjust your account based on the final terms accordingly. **Please see above important note that would still apply, and be required of all homeowners for the bulk services account customer service, to avoid the regular call center representatives in other call centers.

We hope this helps clarify some items in question, and there are some more frequently asked questions & answers below. Again, further details will be provided as they become available.

On behalf of the Board and Management, we sincerely thank you all for your patience and understanding through this process and wish you all a Blessed and wonderful Holiday Season.

FAQ's

1. **If I already have Comcast internet, how can they combine the new service to their existing?
How will the billing change?**
 - A. **Comcast will do an audit and make sure that the resident doesn't get double billed.**
2. **If I already have X1, when will the services switch to the Bulk?**
 - A. **Services will start once Comcast and Chapel Trail determine a start date.**
3. **What order will the community be installed?**
 - A. **This will be determined by Comcast engineering & project manager.**
4. **What are the timeframes for installation?**
 - A. **Comcast needs 90 days to coordinate equipment inventory, techs for installation, etc.
We will draft a letter to guide the residents during this process. It may take another
90-120 days to complete the entire project due to the size of the community.**
5. **How will homeowners be notified?**
 - A. **Comcast marketing and management will work together and we will be sending a
letter with information to all residents.**
6. **After installation, when will services be activated?**
 - A. **Comcast need to build billing codes and once this is done we can turn the property on
and start the billing for the new services.**
7. **Does the technician bring all the equipment or will there be a distribution set up?**
 - A. **X1 requires a professional installation so the technician will bring the equipment.**