

**Informational Meeting
Comcast Internet Proposal
March 19, 2025 (Part 1)
11:30 a.m.**

Ron Larsen opened the meeting at 11:37 a.m. and announced to a full house that Comcast cannot come until 1:00 p.m. This was a miscommunication on the part of Comcast. Unruly conduct eroded. Ron tried to get things under control and stated "We're sorry but this is out of our hands. They cannot be here until 1:00 p.m."

Ron said the following question had been posed to him: Can this Internet go for just a few or does it have to be for everyone? It's all or nothing.

Question from the floor: Are we looking at an additional cost to our fees? Ron, yes. This would be an additional \$31 to your POA Maintenance Fees, whether you currently use the Internet or not.

From the floor: "And we are asked to work with Comcast when they can't get here on time?"
No comment.

There is one vote per lot. An undeveloped lot pays half a maintenance fee. But if you own more than one lot, you will have more than one vote. Bylaws says that there is one vote per lot whether that lot is not connected to Comcast or not.

Comcast goes up a maximum of 4% a year.

Question: If I don't use the internet, then the \$31 is for everyone whether it is used by everyone or not? Yes. (This question was asked more than once)

There are 366 people signed up on Comcast cable. 217 currently use Xfinity for internet.

Question: The amount we would be paying all year long, there would be no vacation mode. It would be on all year long, correct? Yes

Question: When the negotiations for Comcast, was the whole park considered about this internet? Everything that is on cable can be streamed on the internet. In 5 years, cable will be obsolete (from a resident). Comcast said per phone call that they don't know this to be correct.

Question: Was the Comcast cable negotiated? Yes, at a 5-year contract.
No one else (cable companies) have come to offer a contract for us even though they were asked. We have a bulk account.

Question: Bulk accounts may not have high speed when everyone is here in peak times. This is a question for Comcast to answer when they arrive.

Statement (from the floor): We could possibly just stream from the internet for cable.

Question: If taxes change, where does that money come from? Any taxes are paid from the POA.

If this is voted in, is there a fee for vacation plan? No. Vacation mode has gone to \$20 a month. We have no control over what Comcast charges individuals.

We specifically asked if the speed will go down if a lot of people are on it. Comcast says this will not happen.

The cable and internet are what is being proposed in a bulk account.

Has anybody asked if we could delete Comcast cable? No. Ron has found that most people wish to keep the Comcast cable.

From Mike Summers: People need to look at what they need.

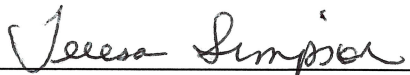
Regarding the vote: If you signed in, you have a ballot. You will have until April 15th or you may vote today. When it's in the ballot box, it's done.

If you made a mistake on your ballot, and if you have not turned it in, you may request a new ballot only if you turn in the old ballot. Votes will not be counted until April 16th. If there are more votes turned in than those who signed in for a vote, the whole vote will be discarded.

From Dorothy Wood: We need to be interested in what is best for the whole park, not just me, me, me.

Meeting dismissed at 12:12 p.m.

Respectfully submitted,



Teresa Simpson, Board Secretary

Informational Meeting
Comcast Internet Proposal
March 19, 2025 (Part 2)
1:00 p.m.

The meeting opened with Ron Larsen at 1:00 p.m. calling the meeting to order.

Roll Call of Board Members: Ron Larsen, Bob Kovar, Jerry Gallo, Teresa Simpson, Chasity Carpenter (absent)

Comcast Representatives Present: Preston Campbell, David Lopez, John Myer (Sales Engineer), Liz Stern (arrived late)

TV/cable package we currently have, 600 mbps internet, 3 common area WiFi hotspots for the community, 3 video outputs (\$69.99 per unit). Ninety-day free installation (can be split; 30 days now, 30 days later, 30 days etc.). Each person in the community would need to call in to get free installation appointment. What we have now are digital adapters; these will be updated to the X1 box in this package.

Question: Could it be done one neighborhood at a time? No, this has to be individualized after May 2 (or date of contract). Internet can start May 2 if this proposal is accepted.

Hotspots: are built in with the new equipment.

Does this include Xfinity Stream? Yes. If Xfinity Stream has everything the TV has, why do we need cable? It can only work if you have a smart TV. Xfinity Stream can be used in Roku.

Question: If everyone has Internet in their home, why would we need the common areas? There was no definitive answer to this.

Comcast costs go up 4% per year max.

Shows can be recorded in the Cloud. Internet and cable are being proposed, so why couldn't we get rid of the cable and just use the Internet? The add on includes Internet – TV cable will stay as has been always in the past.

Question: Is the white tower the new equipment for internet? Yes. The wireless is the same price as the Xbox. If you have voice remote, you have an Xbox.

Question: Have all the lines been upgraded so that all the lines work for the internet? This can be assessed (according to the Comcast representative).

Question: Why does everyone have to have this? Why can't the people who already have Xfinity internet be available for only those who use it? The bulk package is for all the park (in order to get this price of \$31 per house)

For the internet:

Fast internet speed: 600 mg, internet is secure, free installation available. Xfinity app will test your speed coming in at any time.

Question: Is there a possibility that folks could pay for either cable or internet? No, with the bulk price, it's all or nothing.

Question/Comment: I work from home with 600 mgs and it works fine for me at most times. Comcast person said they could come and work to see if there's any troubleshooting.

Comment: If you have cable on both lots (after a question), you would be paying for internet on both accounts. If you have a lot and a half, you pay half of the POA dues for that half lot.

Someone shouted: "If I don't use internet here, I'm not paying for it!"

Comcast Representative Liz Stern: If you determine that the bulk is the way to go, then all would be responsible to pay for the internet in the POA Maintenance Fees (\$31/month) Monthly internet average is \$70.40 each resident that subscribes to internet now pays (on average). Savings to most residents would be \$54 a month. Xfinity also has cell service; one would need to use the Xfinity internet to use the cell service. Two lines \$60 (currently two lines for \$40 a month for a year). Storm-ready WiFi. This would be an add on with the bulk package. Stream saver bundles can be added on at an additional (discounted) cost.

Peacock was on Comcast for free. With the bulk internet, this would be included (with commercials).

Ron asked if we could keep the free install for those who will not be back here until January of 2026. Liz said this would be negotiated into the cost.

Question: Why is there such a discrepancy in program costs for internet? I pay \$30 now for internet. Answer: Because everyone in the community can sign up for a year, two years, etc., and this gives discounts, paying online, etc., give discounts (individual accounts). What Comcast is proposing is one set flat rate for internet services with many additions and updated modems, etc. (storm-ready Wi-Fi, equipment fees, newest equipment)

Streaming app can be used outside of the home.

Some gratitude was given for the Board and trying to make things better for this park. Stated by Liz, adding bulk amenities, your home value goes up. (up to 35% increase in home value)

Question: If I am only here 3 months, I pay \$150 a month for internet. I don't want to have to pay for the other 9 months with the bulk package. Answer: This ensures a reduced rate overall for residents with no fear of prices rising because this will be a 5-year contract. Another reminder, there is security to the internet.

With this agreement you'd be advised to call Comcast to get free installation to improve internet speed if you are having issues. Every person (home) in the park can get this installation/trouble shooting free with this installation. It might be wise to use this free install to see if you're internet is running at the maximum speed.

Also with this agreement, you will get a direct line for bulk phone number that will route you to bulk center of excellence. There is also text support with an on-it line. Xfinity Assistant is also available.

Question: If this bulk thing goes through; if I already have an Internet connection with Comcast, will I get an early termination fee. No.

Free install will be available from May to May if that is what the park agrees on.

With a bulk account you would not need to put on a seasonal hold. (Seasonal hold is going up to \$20 a month starting in May.)

Question: If we do the bulk agreement, do we keep the same equipment we currently have? Yes, you can keep what you have unless it needs to be upgraded.

Maurice Bergeron commented that as a full-time resident, this program is a win-win for him and for all the full-time residents.

Liz said they did a full analysis that even though people are not here in July, 50% of the internet users in this park do not go on seasonal hold. This is why we are proposing this bulk program. Sixty percent use Comcast internet. (366 people use cable; 217 use Comcast internet)
Liz said folks may continue to use their own internet provider, but they will have to continue to pay their own service provider.

All boxes will be upgraded to Xfinity Voice X1 boxes (3 per address) with this bulk package.

Rates could go up to 4% max with bulk (per year).

Question: Does this apply to the Florida communication tax? There's no tax on internet. The tax is on TV and equipment.

Comcast will be giving the POA sign on bonus of \$36,600 that can be used any way they deem necessary.

Question: What is a broadcast fee? Answer: Fees that providers are charged and is capped at 4%.

Smaller boxes are available for your TVs with this upgrade.

Question: Is there any other spot rather than Sebring to go for help? Liz said she will ask if the Lake Wales location may be reopened.

Question: What number do we call if this proposal goes through? Liz says a number will be provided (two weeks prior to the launch date).

Question: Should I turn in my equipment if I leave before this proposal passes? Yes, to err on the side of caution but only if you return your equipment every season.

Voting goes on until April 15th. Votes will be counted on April 16th.

Currently we are paying \$196,000 for cable (in 2025 budget). \$336,000 bulk to Comcast for internet and cable.

Meeting closed at 2:47 p.m.

Respectfully submitted,



Teresa Simpson, Board Secretary