



Spectrum Internet Proposal FAQ Special Meeting scheduled for Sept. 27 @ 6:30pm

Several neighbors have reached out with questions regarding the upcoming special meeting and vote regarding the Spectrum Internet Proposal. As a result, we have compiled the following FAQs in an effort to circumvent those and other questions. Please also be reminded that all information including the Spectrum presentation from previous meetings, the meeting minutes from those meetings and a recorded video of one of those meetings are available for you to view on the home page of the [River Park HOA website](#).

Q: Does the ballot mailed to homes include both the right of the HOA board to enter into a bulk service agreement as well as agreeing to the Spectrum proposal

A: Yes, both are included on the ballot.

Q: How much does this Spectrum proposal cost compared to what we pay today for Internet?

A: We can't speak to what each of you pays. However, it's typically between \$50-\$75/ month (\$600-900/year) for a standard (non-business) Internet package available in our neighborhood today. This proposal both decreases that cost but also includes a \$200 per household signing bonus which is built back into the 7-yr contract and thus the annual assessment per household. This allows us to keep the monthly cost flat at a \$37 per month (pre-tax) or an annual fee of \$444 (pre-tax) over all 7 years. This package includes the basic cable package as well for what should be a significant savings for higher speed Internet for all residents.

Q: How does this Spectrum Internet compare in speed to what we have today?

A: For standard (non-business) Internet, the highest advertised speed for River Park is ~150 Mbps though most are 100 Mbps. This would include fiber optics and a speed of 1000 Mbps, approximately 10x current speeds.

Q: Does this proposal include all of the HOA residents.

A: Yes, the Spectrum contract would be with the River Park HOA, not with each separate resident. The Internet fees would be charged annually as part of your HOA dues. If voted in, ALL River Park residents will be assessed regardless of whether they decide to individually go with a separate provider.

Q: Is the pre-tax \$444/year added to our HOA dues be in addition to our individual Internet charges?

A: No, the pre-tax \$444/year assessed as part of your dues would replace your current Internet (and potentially TV) monthly charges unless you decide to continue with your own individual Internet provider outside of what's being provided by Spectrum in this proposal and then you would pay both.

Q: Do I have to use Spectrum if this is voted in?

A: No, you can choose to "turn off" Spectrum for your home and procure your own independent Internet (and/or TV) service with another provider however you would still be assessed the pre-tax \$444/yr. as the agreement with Spectrum is only available to us as a bulk agreement including all River Park homes.

Q: Are there additional infrastructure implementation charges?

A: No, a benefit to the 7-year bulk service agreement, is the infrastructure costs are already included..

Q: Does the proposal include Spectrum TV?

A: Yes, it includes the basic Spectrum TV package. (Reference slides on HOA website for channel list). To access additional channels, you would need to upgrade and pay for the difference individually.

Q: (Updated question from below) If I have an AT&T email address, may I keep it with Spectrum?

A: AT&T has said if you have an AT&T email address, you can keep it if you have cell service with them.

Q: What if I move mid-year? Is there a pro-rated reimbursement?

A: Yes, as with HOA dues, there is a pro-rated credit and the new resident will pay the pro-rated difference.

Previous Q&A from August information meetings:

Q: Does Spectrum offer a landline phone?

A: Yes, through a digital modem. It would be discounted with the Spectrum Internet bundle proposed here. There are no additional fees for the phone as with other providers. It's a flat rate per month negotiated between Spectrum and homeowner.

Q: Will Spectrum need to dig into our yards

A: There will be some digging required. Spectrum will create a design plan to be approved by the RP HOA and will replace anything dug up with same or better.

Q: Is in-home wiring required?

A: Yes. Each home will have their own installation scheduled and will need to choose where their fiber will come into the house. A regular install is \$199, but Spectrum will waive this fee as a part of this proposal.

Q: Will they remove the AT&T boxes currently in our neighborhood?

A: No, they cannot remove another providers infrastructure and they will likely want it to stay in the event of any future opportunities

Q: What if you're already under contract with another provider?

A: There are no contract buyouts. The resident will have to contact their provider. Based on our research, most providers allow you to cancel an existing residential contract at no charge.

Q: For the TV service included in this proposal (optional), do the extended packages available include the local network channels?

A: You can get them on a separate TV package if desired.

Q: If your email is currently on ATT (att.net), will it have to change?

A: That's an ATT question. Though, if your email is browser based and not on an app, you should still be able to access via a browser.

Q: Do other neighborhoods in our area have this?

A: Others have Spectrum but not with this bulk (all-in) deal. It is in Spectrum's interest to update our outdated infrastructure and thus this deeply discounted proposal.

Q: Will there be anything additional in our yards that isn't currently there?

A: Spectrum "pedestals" on the properties will be required to run the fiber to the homes. The design team will propose where they should go. In most cases will likely go where current AT&T equipment is but if it needs to move somewhere else, this can be discussed.

Q: Every home doesn't currently have a utility box; will they have to going forward?

A: No, it will mirror what we have now.

Q: Is this proposal an all or none proposal meaning all 61 homes must participate?

A: Yes. If you choose not to use Spectrum, it can be turned off and you can use another provider. However, you WILL still be assessed the cost for Spectrum if this proposal is approved.

Q: Is there typically an "out" for a contract if your HOA is requiring you to go with another provider?

A: (Spectrum) Typically (no guarantees) you are only assessed for what you've used. Most providers will allow you to terminate in this type of situation. However, if you're using Direct TV video service, they may have contract cancellation costs.

Q: How are we going to get to people who are not on these meetings?

A: We will post the meeting minutes with both decks and the video of this meeting and will be available to sit with anyone who needs further explanation.