

April 22, 2020

Dear Fellow North Fork Homeowner,

As you may already be aware, North Fork's current 5-year Cable TV bulk service contract with Comcast is set to expire on 12/31/2020.

The Board of Directors has received two new contract proposals for Cable TV & Internet bulk service for North Fork; one from Comcast and one from Hotwire. It should be noted that it is the Board of Directors' intention to include basic Internet service (200Mbps), in addition to Cable TV, as part of any new bulk contract that is awarded, as this would provide enhanced value and represent a net savings to homeowners in the amount of approximately \$30-40 per month (*that means the cost for **basic** internet service would then shift from the responsibility of individual homeowners to the Association. This shift in cost means that homeowners would not have to pay Comcast/Hotwire directly for **basic** internet service any longer, but instead would pay approximately \$30/month (or \$90/quarter) more to the Association as part of the ongoing maintenance assessment. Homeowners would continue to pay the service provider directly for any upgrades or optional services ordered, such as premium channels, additional boxes, phone service, higher internet speed, etc.*).

The Board has held informational meetings with both Comcast and Hotwire in March and April, which were attended by a number of homeowners. Included in this mailing is a side-by-side summary comparison of the key highlights of each option under consideration.

It should be noted that Hotwire's proposal includes a significant infrastructure upgrade for North Fork, which entails replacing 100% of the original equipment and underground coaxial cable with the latest state-of-the-art fiber optic technology at no additional cost to homeowners or the Association. It also includes the re-wiring of individual homes to optimize performance and take advantage of Hotwire's newest operating platform, resulting in a clearer/sharper picture quality and increased internet speed capability. This means that every homeowner in North Fork would have a new dedicated and secure fiber optic line from their home directly to Hotwire's headquarters in Ft. Lauderdale, and North Fork would no longer have to share the same limited bandwidth with one another and other neighboring communities. It includes written service level agreements and a performance guarantee that Hotwire would not limit or cap internet download speeds at any time and there would no additional charges for "excessive" consumption.

At this time, the Board of Directors would like to solicit input from all North Fork homeowners to better understand if homeowners would prefer to: (a) stay with Comcast, (b) switch to Hotwire, or (c) de-bulk and have no bulk contract at all (*i.e., each homeowner would then be responsible for ordering their own services from Comcast, or AT&T, directly and paying for it and the POA would no longer*

be involved in the process. The portion of the assessment representing the current Cable TV cost would then be eliminated.)

Please complete the attached survey and return it to Steve Desvernine, North Fork's property manager, at your earliest possible convenience via any one of the following methods:

- (a) **E-mail:** SDesvernine@CRA.email *or*
- (b) **Fax:** 561-624-5827 *or*
- (c) **Mail:** Capital Realty Advisors, Inc., 600 Sandtree Dr., #109, Palm Beach Gardens, FL 33403.

For reference purposes, the latest Comcast and Hotwire full contract proposals, including the Hotwire channel lineup, and the side-by-side comparison chart included in this mailing can all be found on the POA's website using the following links:

http://www.northforkpoa.org/uploads/1/1/5/2/115294953/comcast_proposal_north_fork.pdf;

http://www.northforkpoa.org/uploads/1/1/5/2/115294953/hotwire_north_fork_proposal.pdf;

http://www.northforkpoa.org/uploads/1/1/5/2/115294953/comcast_vs_hotwire_comparison1.pdf

Once again, kindly fill out and return the attached survey to CRA by **no later than 5/14/2020** in order for your voice to be heard. Please note that only those surveys received by this date will be considered.

The Board of Directors is planning to weigh the survey results and make a final decision to adopt one of these three options at the May Board Meeting, scheduled for May 21, 2020. Following that decision, the POA's consultant on this project, Communications Consulting Group, Inc., and POA counsel would then finalize any contracts, as required.

Should you have any questions or concerns regarding this survey or this subject in general, please do not hesitate to contact Steve Desvernine at CRA at (561) 624-5888.

Thank you in advance for your input and assistance with this survey.

Very truly yours,

Your North Fork Board of Directors