



Bulk Proposal Presented to:

North Fork



January 4, 2021

Presented by:

**Holmer Rodriguez
Xfinity Communities Account Executive**

**Comcast Cable
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Confidentiality Statement

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**Plus applicable fees, taxes, and equipment when required.*



7201 North Federal Highway
Boca Raton, FL 33487

January 4, 2021

600 Sandtree Drive
Palm Beach Gardens, FL 33403

RE: Proposal for Bulk Cable Service,

Dear Board of Directors:

Thank you for allowing Comcast the opportunity to present the Association with this proposal to continue to provide bulked cable services.

With the nation's largest high capacity fiber-optic network, Comcast is America's leading cable operator with a fully converged video, voice and data network. The network is "carrier class" which means that it is built with redundant systems that ensure availability, scalability, reliability and uses the industry's most advanced optics/lasers and IP routing technologies. The Comcast hybrid fiber optic-coax network (HFC), allows for simultaneous delivery of multiple High Definition streams and Internet speeds of up to 1 gbps. In addition, Comcast provides the best High Definition viewing experience and has the world's largest On-Demand™ library of content.

The proposed services include Comcast, Digital Starter video tier with High Definition video programming. The provision of new bulk services will commence on or before 90 days after the agreement has been executed by both parties. This **offer is valid for 30 days from the date of this proposal** and is subject to business terms approval by Comcast. **This proposal supersedes all previous proposals either written or oral.**

Should Comcast and the Association not conclude a new agreement, the current agreement will remain in full force through the remainder of its current term; unless otherwise replaced or amended. Also, this letter does not constitute Comcast's termination of the current agreement which includes auto renewal terms.

All information in this proposal is confidential and privileged and shall be used solely by the Association and Comcast. This proposal is subject to the execution of a definitive standard Comcast form agreement between the parties, of which some terms and conditions may not have been stated above.

Thank you for taking the time to review this proposal. I look forward to reviewing this proposal with you and accomplishing a mutually satisfactory agreement. I am available at the Board of Directors convenience to discuss any questions or concerns regarding this proposal.

Sincerely,

Holmer Rodríguez

Xfinity Communities Account Executive

Holmer_Rodriguez@comcast.com

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Digital Starter with HD Programming & HBO plus Triple Emmy Award Winning X1 Platform with Blast Level Internet up to 200mbps download speed, including modem

- **VIDEO** - Comcast is pleased to offer HD Digital Starter to all of the (132) units within the (property). This level of service includes more than 100 digital program channels, over 70 high definition channels, interactive program guide, 46 audio channels of Music Choice and access to over **195,000 hours of XFINTIY On Demand™ programming.**
- **INTERNET**- Blast level internet with speeds up to 200mbps.
- **EQUIPMENT** – The Bulk service includes service to **(3) outlets** in each home. Comcast shall provide each resident with **(1) X1 HD DVR Box with Voice Remote Control, (2) X1 HD Companion Box with Voice Remote control, Plus, a Gateway all-in-one modem.**
- **INITIAL RATE, TERM, AND ANNUAL INCREASE**

Proposed Bulk Rate	Term	Annual Accelerator
<p style="text-align: center;">\$93.50 per unit. Retail rate \$232.10 Approximately 60% discount Inclusive of the BCTV fee</p>	<p style="text-align: center;">(5) year term</p>	<p style="text-align: center;">4%</p>

- **Summary:**
- **Current Equipment is (1) HD DVR Receiver, (1) HD Cable box and (1) HD Adapters (current rate: \$68.34)**
- **6-year term**
- **Addition of X1 platform including multi-room DVR**
- **\$100 door fee per unit (compensation totaling \$13,200)**
- **4% annual accelerator**
- **4% is capped**
- **Valid until February 4th, 2021**

EQUIPMENT DEPLOYMENT – Residents have the option (A) to pick up the equipment for self-installation, (B) have it shipped to their residence, or (C) schedule a professional install. (A one-time installation fee) will be applied to those residents' accounts that opt to have a Comcast technician install their equipment.

- The provision of new bulk services will commence on or before **90 days** after an agreement has been duly executed.

All prices quoted above do not include applicable governmental fees and taxes

Rates and Terms Subject to Final Finance Approval

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KEY BENEFITS STATEMENT

- **Local Bulk Escalation Team** is available to **property management and board members only**. If a resident has an unresolved issue, board members or property managers can reach out to the escalation team at
- **866-367-6452 ****non-published number do not distribute** or by e-mailing:
- **CENFLR-Bulk_Escalation@cable.comcast.com**. The Bulk Escalation Team hours of operation are Monday to Saturday from 9 AM to 6 PM.
- **1-800-XFINITY**: 24/7 telephone support- including 2 local call centers in West Palm Beach and Miramar.
- Walk-in Lobby- Customers have the ability to pay bills, replace or upgrade equipment, without having to make an appointment, 6 days a week.
- Comcast Customer Central- An online database containing manuals, tutorials, FAQs and Forum support for any product and billing related issues at XFINITY ONLINE: <http://xfinity.comcast.net/>
- ONLINE customer support: <http://customer.comcast.com/help-and-support/>
- Online chat support: <https://www.comcastsupport.com/chatentry/>
- Technicians - 250 in house technicians in Palm Beach County. Appointments available 7 days per week.
- Video tutorials available on Channel 1, Video On Demand, X1 Help

ADVANCED SERVICES

- Ancillary Video Tiers: additional video packages available, such as premium, sports and international programming.
- Internet tiers include 100mbps, 200mbps, 300mbps and 1 Gigabit in select areas.
- Wireless Gateway: One device for Internet, Phone, and wireless access.
- Video On Demand: over 195,000 choices of Video-On-Demand content including over 10,000 HD On-Demand choices.
- Any-Room On Demand - Pause any On Demand program and continue in another room (requires digital receiver).
- X1 Any-Room DVR – Pause, fast forward, rewind, record up to 5 shows while watching a 6th
- **XFINITY Branded Applications (APPS)**: take your video service with you; available when/where you want, 24/7 (available on computers with Internet access, most smart phones and tablets),
 - **XFINITY STREAM** - X1 Customers: Turn any device into a personal TV screen anywhere in your home. Stream any channel live, watch XFINITY On Demand™ and access your DVR shows on your tablet, smartphone or computer. Plus, you can download your recordings to watch on mobile devices, even when you're offline.
 - **XFINITY MY ACCOUNT** - Introducing the XFINITY My Account App. Pay your bill, check your connection status, manage your appointments and troubleshoot technical issues. And now you can even request a call back or chat with an expert on Twitter. NO LINES, NO WAITING.
 - **XFINITY TV X1 REMOTE** - X1 Customers: With a mere tap, swipe, or shake of your smartphone, you can change channels and browse TV listings with ease. Plus, use voice commands to search for shows, schedule DVR recordings, and even get personalized recommendations.
 - **XFINITY WIFI** – enables users to quickly locate and connect to over 16 Million XFINITY Wi-Fi and Cable-Wi-Fi hotspots on their mobile devices.
 - **XFINITY CONNECT** – Stay connected with the XFINITY Connect app to get the best out of your home phone service at home and on the go. Enjoy unlimited talk and text, Caller ID across multiple screens and Readable Voicemail.
 - **XFINITY HOME** – connect/manage home security settings, alerts and system access remotely.
 - **NETFLIX** – Comcast now provides customers with access to the **Netflix app** through their XFINITY X1 digital receiver.
 - **YouTube** – Comcast viewers have quick, easy access to **YouTube's** vast online video collection through their **YouTube app** on the XFINITY X1 digital receiver.
 - **CBS FANTASY FOOTBALL** – X1 Customers have access to their **CBS Fantasy Football account** from the **Sports App** on their XFINITY X1 digital receiver.
 - **iHeart Radio**

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