

Spectrum Bulk Call Center 1 855 326 5115

APV Email: APV.Spectrum@fsresidential.com

What does bulk internet and cable mean?

The Association of Poinciana Villages Inc. has negotiated a contract with Spectrum to provide bulk cable and internet services for each home in APV

Why did the Board enter in a Bulk TV and Internet Program?

After careful consideration and research, the Board voted to add bulk internet and cable as a service, resulting in the additional monthly charge estimated at \$60.00 per home including taxes and fees, which will *substantially lower* what residents are currently paying for retail cable and internet services. In consideration that nearly 70% of Poinciana Residents currently use Spectrum as their provider, when the Board was presented with a way to save money for not only current Spectrum subscribers but for the community in general, they listened.

What do I get for the additional estimated \$60.00 inc. taxes and fees, per month?

- Spectrum TV® Platinum: TV Select, Digi Tier 1 and Digi Tier 2
 - 2 FREE Spectrum Receivers
 - 1 FREE Digital Video Recorder (DVR)
- Spectrum High-Speed Ultra Internet® 400Mbps x 20Mbps with
 - In home Wi-Fi equipment, 1 Modem and Router

I currently have a DTA (Digital Tuner), what do I do?

DTA are no longer supported by Spectrum. Please call, 1 855 326 5115 with your address and account number to exchange for upgrade equipment.

Is a landline included in the Bulk Program?

No, but you may retain your current landline OR add landline services for \$9.99 per month (plus taxes and fees). **Please Note: All retail pricing is subject to change**

Can I opt out of the Spectrum Services and keep my current cable and internet provider?

Please understand this is community wide bulk service and if you choose not to participate in this incredible offer, you are still required to pay the est. \$60 per month to APV. It remains your choice if you would like to continue paying for your current provider.

How do I take advantage of the bulk agreement if I already have an account with Spectrum for both internet and TV?

You will be notified by mail 60 days before Bulk Services are available in your Village. Included in the mailing will be your coupon payment book and instructions on how to activate and pay for the services.

- **Please note—you cannot activate your service until APV officially launches service in your Village. If you launch service early, you will be expected to pay the full retail rate.**

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I am NOT currently a Spectrum customer and have no cable or internet Service. What do I need to do to take advantage of this Bulk cable and Internet services with Spectrum ?

You will be notified by mail 60 days before Bulk Services are available in your Village. Included in the mailing will be your coupon payment book and instructions on how to activate and pay for the services.

- **Please note—you cannot activate your service until APV officially launches service in your Village. If you launch service early, you will be expected to pay the full retail rate.**

My current provider is not charging a termination fee – but requires a letter for termination of service?

Upon request, a letter advising your current vendor that the association has exercised its right to enter into a bulk agreement and individual residents cannot opt out, can be provided.

Please reach out to your Association Team: APV.Spectrum@fsresidential.com if a letter is required.

My current provider IS requiring a termination fee

Termination fees will be the responsibility of the homeowner with this Bulk Service contract.

The agreement provides service(s) to two existing outlets in each home. Are there additional installation or monthly charges for video service to additional outlets?

The first and second box comes included in the package. Homeowners can request and will be charged for additional boxes to be paid directly to Spectrum for any extra boxes at retail prices.

Will I still get a monthly statement/ bill from Spectrum?

You will receive a monthly statement from Spectrum only if you add extra equipment, channels, or services to the bulk service plan that we have negotiated on behalf of the residents (outlined above). The monthly bill of an estimated \$60 will be paid directly to APV monthly via a coupon book that will be sent directly to your home.

You will receive a monthly statement from Spectrum ONLY if you have additional equipment or Services

Why did the Board decide to participate in this amazing offer?

The Board takes the initiative to provide the best possible services for its residents. For this reason, the Board realized that 70% of Poinciana residents currently have Spectrum services and felt that this was an excellent way for the majority of their residents to save a substantial amount of money on services that are almost essential for today's household. In addition, in price comparisons with other service providers, it was found to be a substantial savings to residents who currently use competitors' services. Purchasing a bulk package for services is like buying bulk products at a discount. The more products you purchase, the better the price, this being the reason for the incredible price that the Board was able to take advantage of for its residents. (legal terms will be added)

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How do I pay for my new Bulk Services thru Spectrum?

You will receive your monthly coupon book with the estimated monthly fee of an \$60.00 for Bulk TV and internet service due the 1st of every month. You will also have the option to prepay this fee upfront.

- **If you are paying your bills through your banking institution's bill pay program**
 - Please be sure to add this payment to your list of bill pays. The payment should be made out to Association of Poinciana Villages with your Spectrum Account Number in the memo section. (you will find this number on your payment coupon)
- **If paying your Spectrum bill in person at APV office**
 - The APV Office accepts cash, check, or money order only
- **If you are paying by mail**
 - send your payment to the address shown on the coupon and please enclose the coupon with your mailing.
- **If you are enrolled in automatic payments through FirstService Residential's Click Pay program,**
 - Owner has setup a monthly fixed payment amount
 - Owner will need to login or call ClickPay to change the monthly amount being auto debited.
 - Owner has setup an annual fixed payment amount –
 - Owner will need to login or call ClickPay to change from annual to monthly and setup the amount being auto debited.
 - Owner has setup to pull balance owed monthly –
 - owner will not have to make any changes.
 - Owner has setup to pull balance owed annually –
 - owner will need to login or call ClickPay to change from annual to monthly, once that is done then the system will auto debit the amount owed each month.

Will we no longer have individual accounts with Spectrum?

You will not have an individual account with Spectrum for your Bulk Service.

You will however have an account with Spectrum if you have additional services from what the Bulk Service offers.

How will repairs be handled?

Call the Bulk Call Center for any technical issues at 1-855-326-5115

Will the price go up in the future or is this a set price?

APV has contracted with Spectrum the Base Rate per household. This rate will be honored for the first 3 years. Added to the base rate is mandatory state taxes and broadcasting fees. Neither APV nor Spectrum have any control of these state taxes and broadcasting fee. Annually if these taxes and fees go up, that will increase your payment. You will be notified annually if the state taxes and broadcasting fees go up.

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How can we be forced to take something INSIDE our home / HOA only has control of outside?

When you purchase home in an HOA you become a member of that HOA. As a member of the HOA you have the right to vote for a person to represent you at the Board of Directors Meetings, and to make decisions that is in the best interest for your village as a whole. The decision to lower your monthly bill for Internet and TV service was best for a large majority of Poinciana Residents.

PLEASE DO NOT CALL SPECTRUM REGARDING THIS BULK SERVICE AGREEMENT UNTIL YOU HAVE RECEIVED YOUR MAILING FROM THE ASSOCIATION OF POINCIANA VILLAGES.

SPECTRUM WILL NOT HAVE INFORMATION REGARDING THIS AGREEMENT UNTIL SERVICES HAVE BEEN ACTIVATED.

IF YOU HAVE ANY QUESTION PLEASE EMAIL apv.spectrum@fsresidential.com