



summit
BROADBAND®

*Made To
Connect*

Celebrating 30 years serving Florida residents

Wiggins Bay | Residential Bulk Services

Presented by | Steven Ralston

04.26.2024 v.4

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Agenda

- 01. Summit Broadband Overview**
Our company. Our commitment to you.
- 02. What Makes Us Different?**
Focus on Customer Service.
- 03. Our focus. Residential Products**
Internet. TV. Phone. Future-proof your community.
- 04. Onboarding**
Communication and installation.
- 05. Proposal For Wiggins Bay**
Products, services, and pricing.



Summit Broadband Overview



Summit Broadband History

1994

Began operations as Orlando Telephone Company

2018

SBB acquires fiber assets from City of Leesburg and Litestream

Expands fiber network in CFL & SWFL

Q4 2020

SBB acquires fiber network in Tampa/St. Petersburg area

Continues growth across Florida

Q3 2023

SBB completes build out of FTTH on Marco Island

Increases presence in SWFL

Q3 2013

Cable Bahamas acquires Summit Broadband (SBB), MIC, Nuvu and US Metro

Gains presence in CFL & SWFL

Q1 2020

Grain Management acquires SBB

Infuses significant capital into fiber network

Q2 2022

NexGen acquisition

Adds more than 3,800 units



Fiber-Focused. Florida-Based.®

We provide custom-built networks and purposeful solutions for all your connectivity needs.

Our services branch into four main business segments:



Residential

Committed to serving
over 100k+ subscribers



Commercial

18k+ buildings within
46,000 ft of our fiber



Hospitality

Serving 65k+
hotel/resort rooms



Wholesale

5k+ towers within
1,000 ft of our fiber



Market Coverage

Infrastructure

Towers

5,000+ towers within 1,000 - feet of our fiber.

Coverage

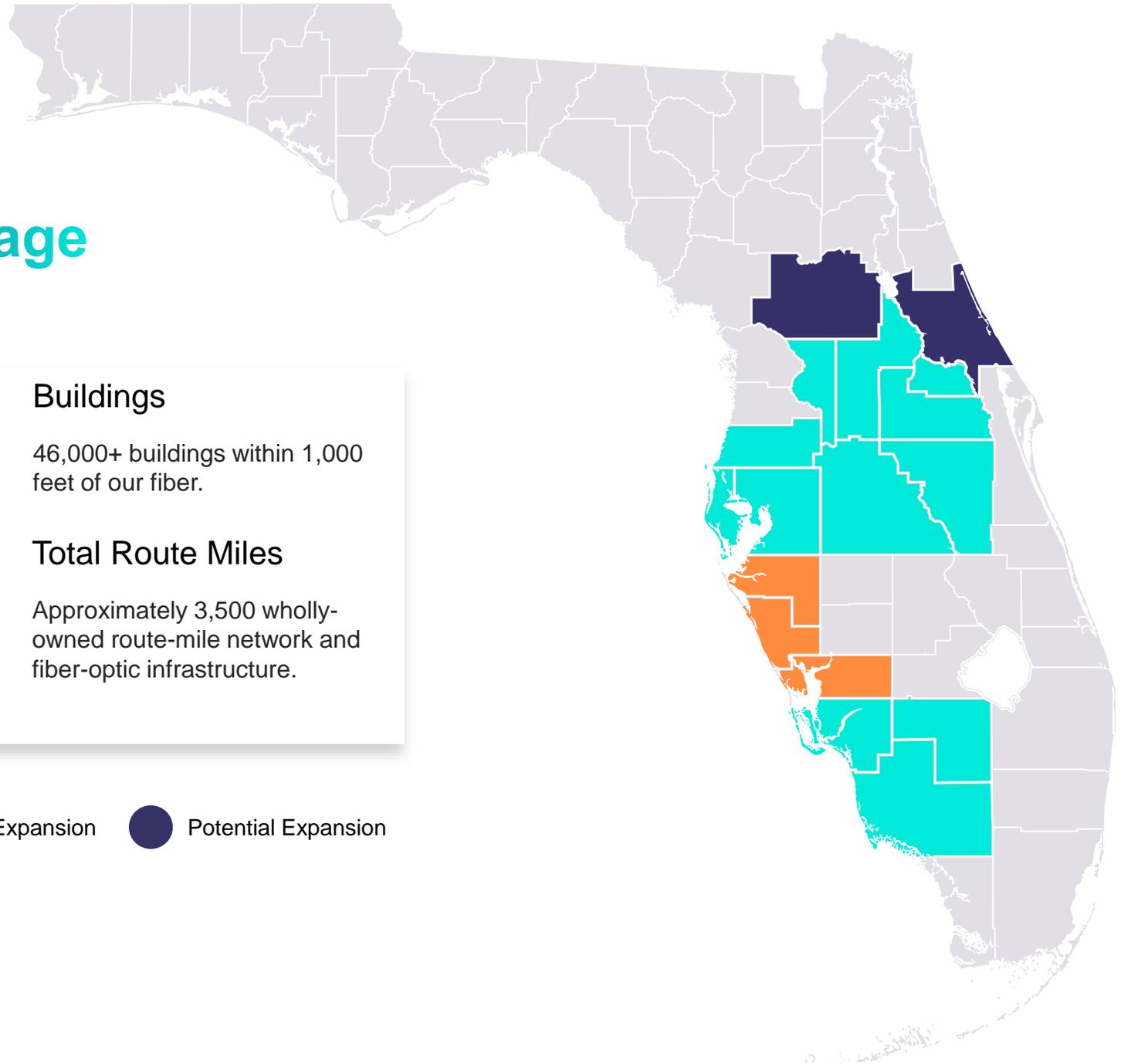
Central and Southwest Florida.

Buildings

46,000+ buildings within 1,000 feet of our fiber.

Total Route Miles

Approximately 3,500 wholly-owned route-mile network and fiber-optic infrastructure.



Benefits of Summit Broadband Fiber

Flexible, customized solutions to deliver fiber directly to you.

Speed & Bandwidth

- Provides the fastest upload and download speeds in the industry
- **Wholly-owned fiber** so you don't share your bandwidth, not Type 2
- Amongst the best Gaming ISPs in the Southeast for three consecutive years

Reliability

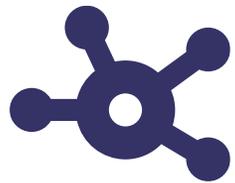
- Fewer outages without having to depend on cable's archaic power usage
- Faster speeds, lower costs, better service and shorter downtimes
- Sales teams, customer service center, technicians and Network Operating Center (NOC) based in Florida, delivering **24/7/365** support

Network Expansion

- Scalable for future technology and flexible enough to grow to match customer needs
- Serving more than **350+** residential communities in Central and Southwest Florida



What Makes Us Different





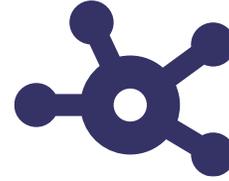
Solution Built For Wiggins Bay

With nearly 30 years experience building dynamic custom HOA communication solutions, we have the experience, technology, and knowledge to create a future-proof fiber optic based on-site infrastructure.



Customer Service Designed For You

Primary customer call center and technical support center located in Orlando, with retail locations in North and East Naples.



Wholly Owned Local Fiber Network

From North Fort Myers to Marco Island, SBB owns and operates over 1,300 miles of local fiber. This control and knowledge of the network greatly improves the customer experience.



Everything You Need

We provide all the equipment needed for a complete entertainment experience. Our wireless router and Wi-Fi extenders ensure complete coverage in any sized home.





Video Feed Redundancy

TV content is primarily sourced via fiber connections, with a satellite dish in Orlando supplementing. To provide further back-up, we also have dishes located in PA and CA giving us double redundancy.



Internet Speed Guarantee

We guarantee, in writing, to always be at or above 2x the Ookla® speed average for Florida.



Direct Fiber To Local Network Affiliates

We provide a direct fiber connection to all local network affiliates – ABC, CBS, Fox, and NBC to our network.



A Network You Can Count On

We own our fiber network, and our 54,000+ residential subscribers in 350+ communities enjoy its lightning-fast speed every day.



First-in-Class Customer Service Experience

Wiggins Bay will receive:

- **Dedicated** 24/7/365 VIP Support Team
- Technicians with **experience** and **knowledge** of existing infrastructure, buildings, homes, and facilities in Southwest Florida
- Constantly **investing** in technology to improve customers experience via automated phone system and self-service
- Customers can manage their Summit Broadband account online with **My Account**



Continued Customer Experience Investment



Core Customer Management

Amdocs Ltd. Is one of the world's leading providers of billing, CRM, and order management software systems.

- Unified CX/UX Experience
- Unified Sales Process
- Highly Automated
- Customer Self Service
- Enhanced Accuracy/Alerting



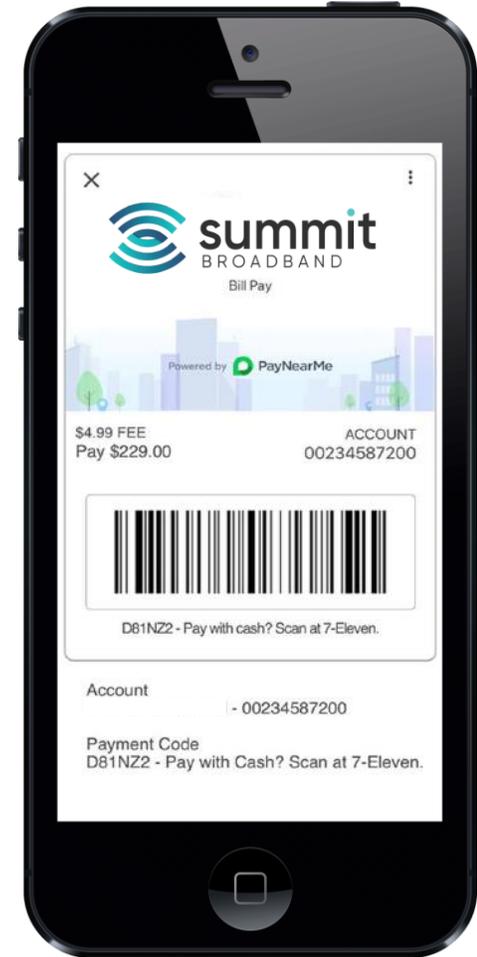
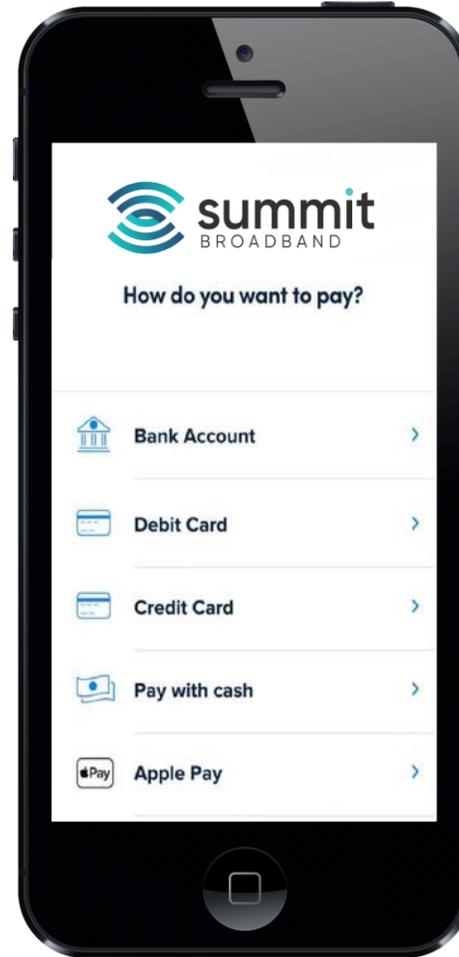
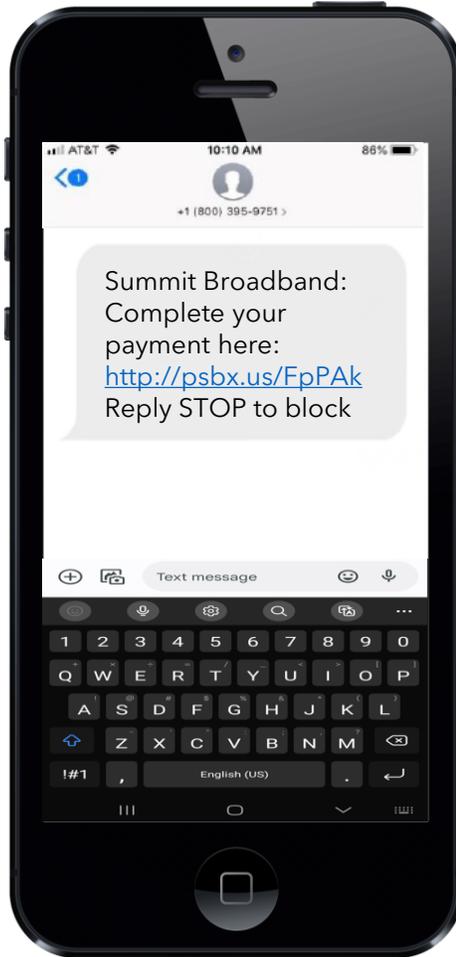
Field Service Management

Oracle Field Services is a leader in Gartner's Magic Quadrant for Field Service Management

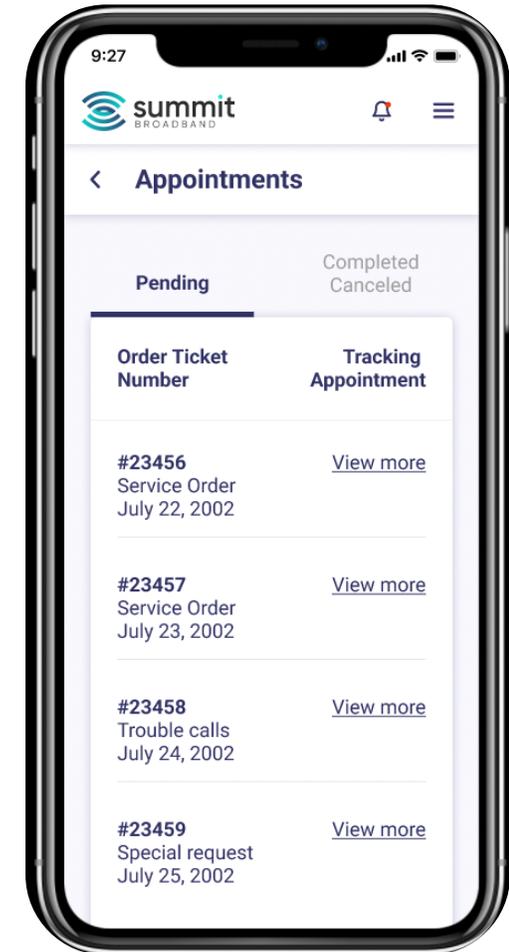
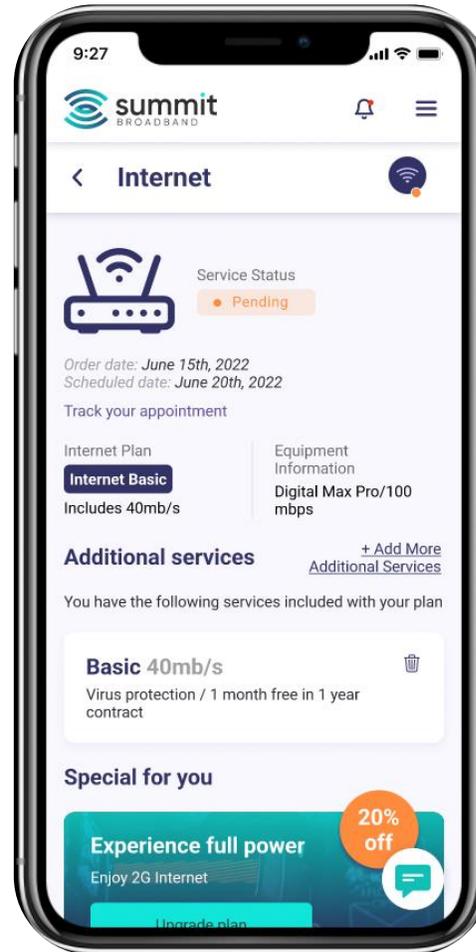
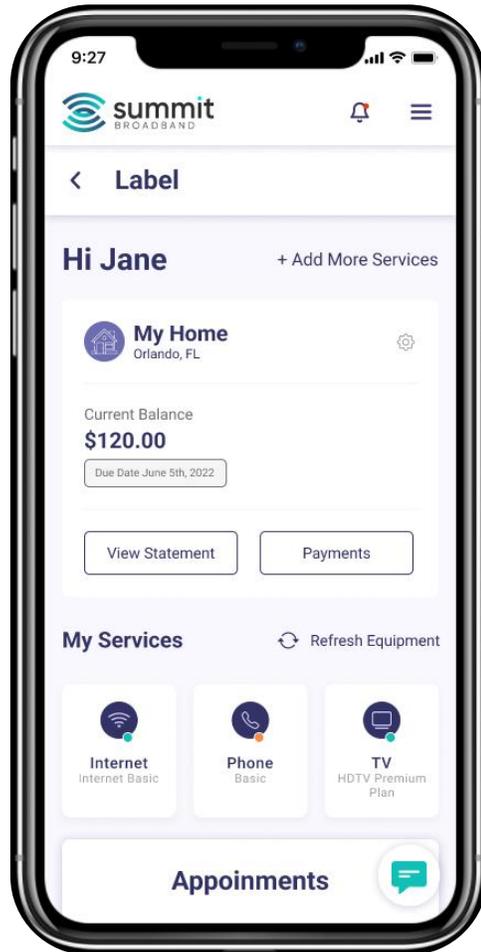
- Self Appointment
- Real Time "Where's My Tech"
- Mobile App/Text Notifications
- Technician Management
- Technician Tool Set



Enhanced Payment Options



Intuitive Account Management



Where's My Tech? On Your Mobile Device

Identified Issue: We were fielding approximately 15-30 “Where’s my technician” calls per day.

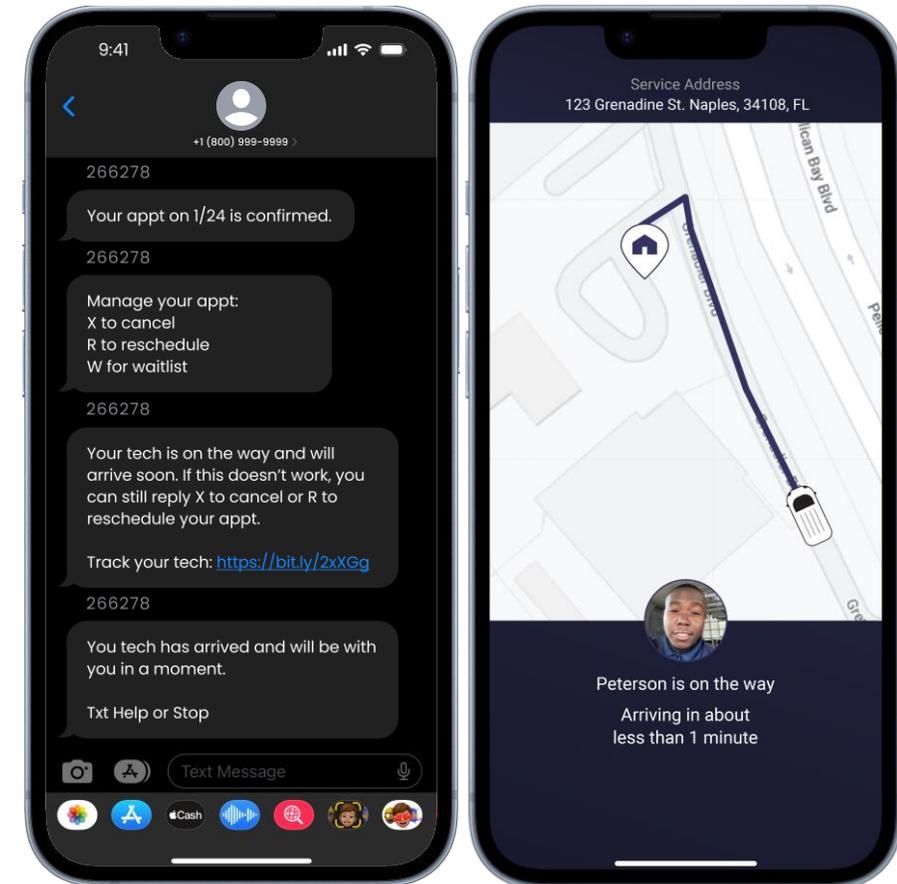
Process: Customer Service agents (upon customer contact) will contact the Dispatch team, and they will reach out to the Technician and attempt to get an ETA on behalf of the customer.

- Challenge: Dispatch representative availability
- Challenge: Agent waits on hold (for an indefinite period) with the customer waiting for an update

Reason for Change: We value our customers time and do not want them waiting to have their issue resolved. As anxiety mounts, sometimes due to personal life schedule conflicts, they will call proactively to get an ETA.

Solution: Communicate and communicate, more!

1. Acknowledge the appointment
2. Proactively provide option to Reschedule/Cancel
3. Transparency on Tech ETA once in route
4. Notify when the Tech is on-site



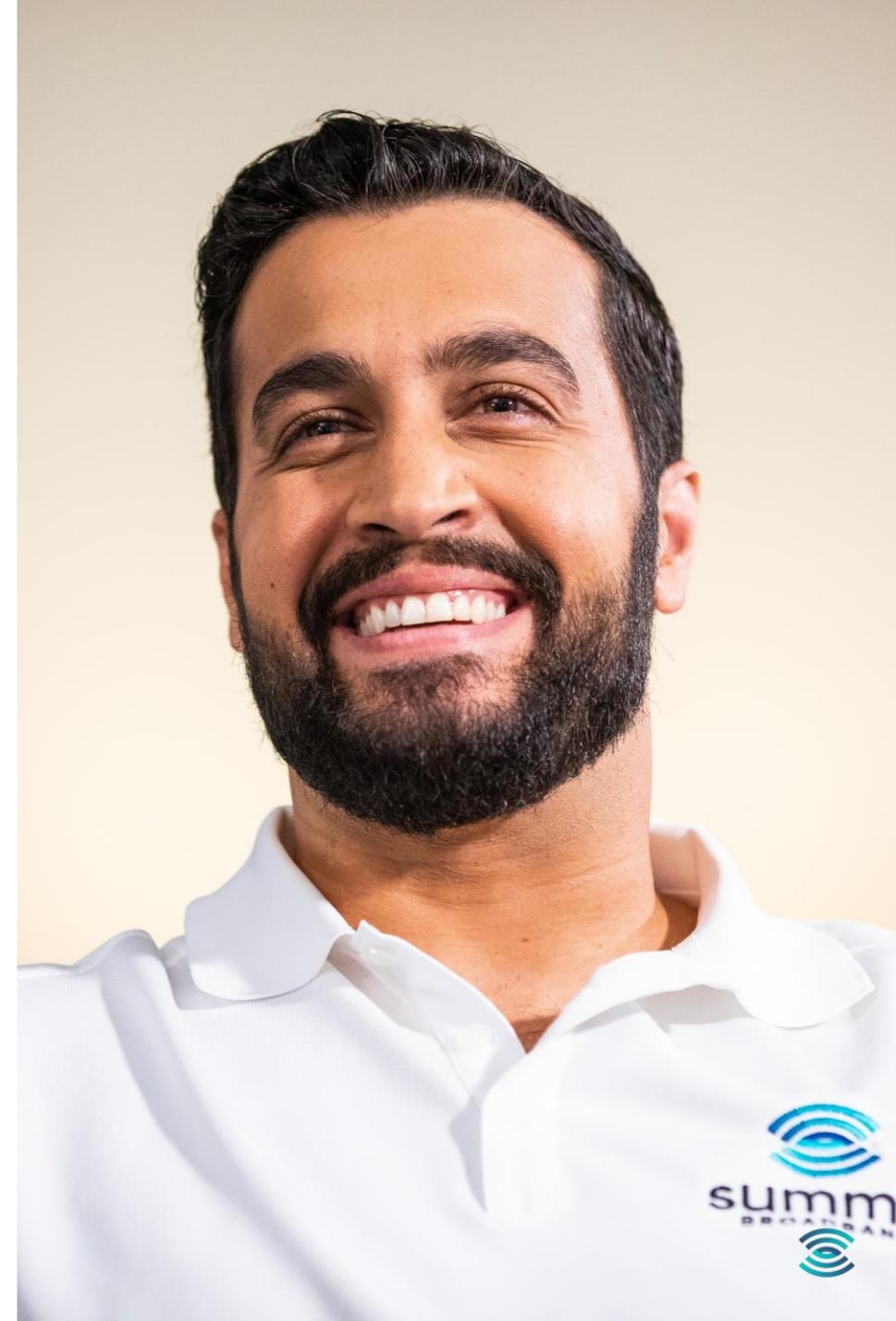
Community Account Manager

Community Account Manager between Wiggins Bay and Property Management and Board of Directors.

Attend on-site community events, including HOA meeting, resident appreciation events, and other company specific events.

Visit property administration on a regular basis to effectively maintain and strengthen business partnership.

Follow through on property management, board member, and resident requests and/or inquiries and work internally to assist in offering a resolution.



Our Focus

Our Residential Product Suite

Future-Proofing Your Community



Our Products



Internet

- Symmetrical speeds up to 10 Gbps
- No speed throttling or data caps
- Connect multiple devices at once
- High performance Wi-Fi 6E Mesh Router and Extenders



TV

- SBBTV with backlit voice remote
- 300+ channels
- Cloud DVR with 72-hour rewind
- HBO, Showtime, Starz, and more
- Seasonal sports packages
- Access on your mobile devices

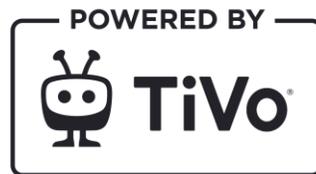


- Crystal clear VoIP technology
- Plans offering unlimited calling in the US and abroad
- Additional features – call waiting, caller ID, voicemail, and forwarding



Phone





Product Overview



at a Glance



CPE Options

- Managed STB
- “App on a Stick”



Cloud DVR

- No local storage needed
- 100 hours included



Rewind TV

- 72 hours of content



Voice Remote

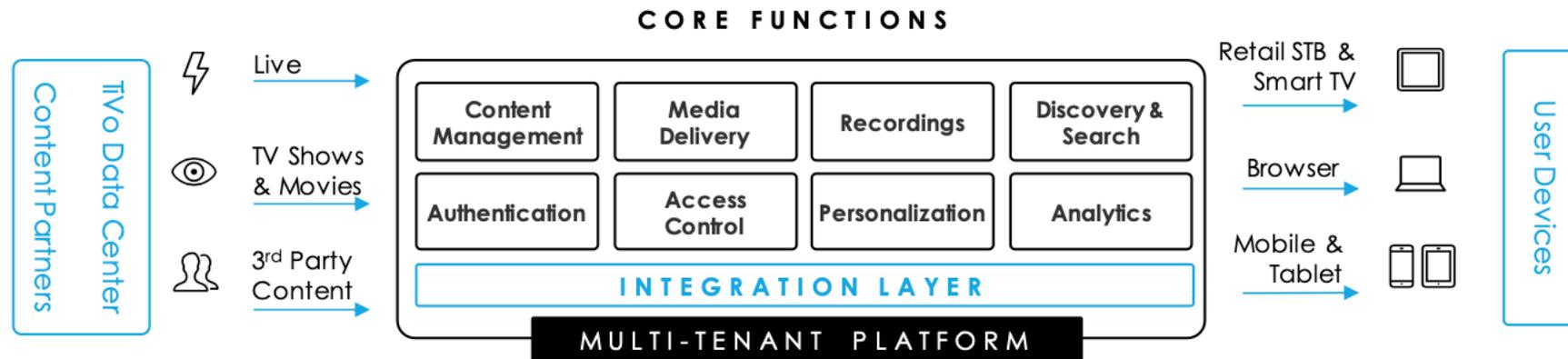
- Backlit voice remote powered by Google



TiVo Managed IPTV Service

TiVo's Managed IPTV Service delivers a superior TV experience in a SaaS model

- All content is hosted in TiVo managed data center providing the highest level of reliability
 - Live channel feeds and up to 50,000 hours of VOD
 - Up to 7 concurrent streams per household, additional streams available for purchase
- Redundant network connections deliver content to Summit network reducing potential points of failure
- Local cache servers provide seamless TV watching experience



CUSTOMER INTEGRATION POINTS



PARTNER INTEGRATION POINTS



Managed Android Set Top Box

Wi-Fi enabled Android Set top box allows you to connect your TV without needing to place your TV near a cable outlet



Access to the Google Play store on the box provides residents access to thousands of apps on their TV

1

Zero Screen, Boots directly to Live TV and Home Screen

2

Seamless, commission-free in-app purchases

3

Access to universal search APIs and deep linking to OTT/SVOD Applications

4

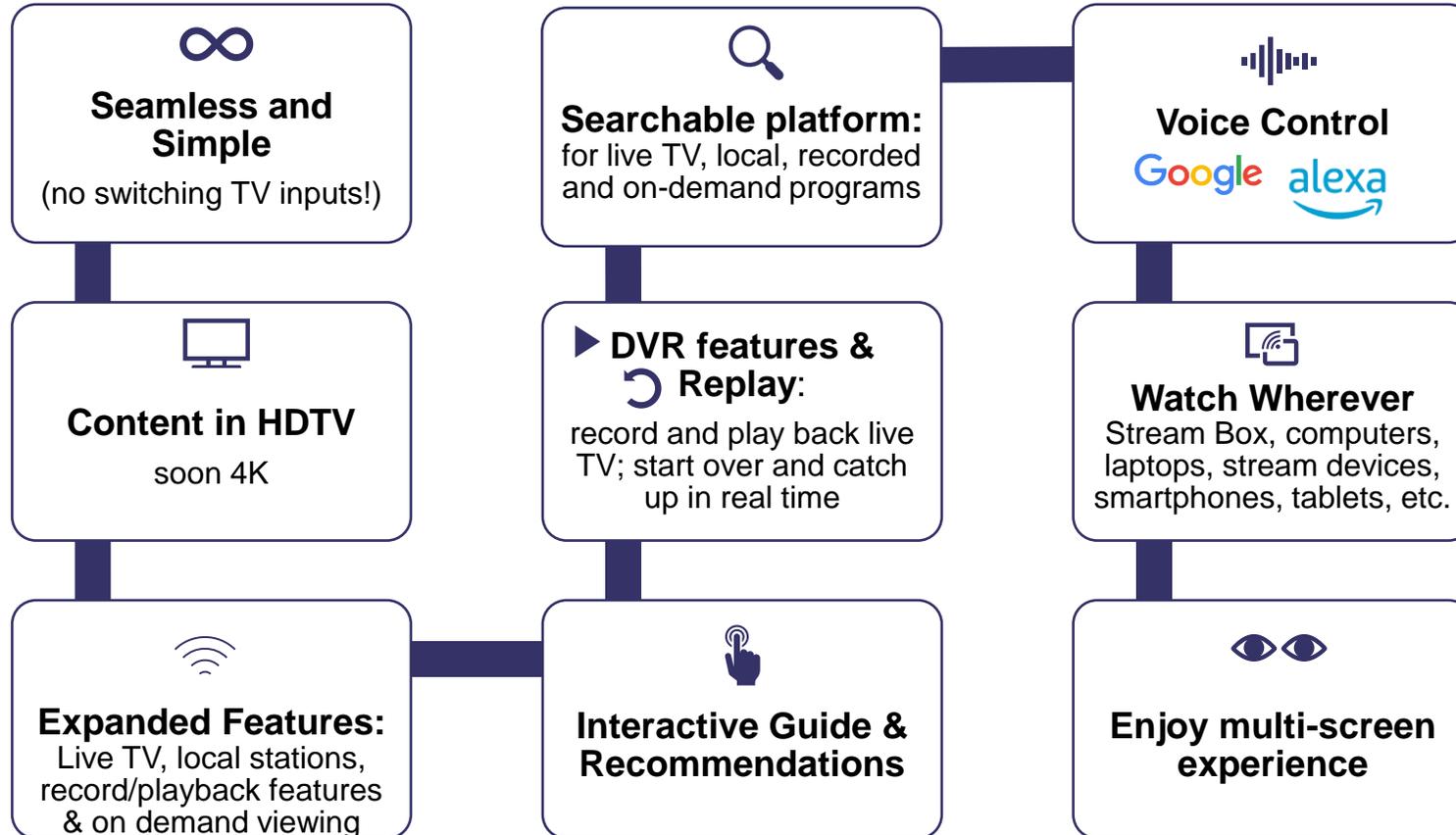
Google Play store and Google Assistant built in



Backlit Remote



TiVo Managed IPTV Key Benefits & Features



Watch TV on the device of your choice

The best of the TiVo user experience integrated with streaming content and available on any device and in any city



Applications Available On Every Important Retail Device



androidtv

SAMSUNG
TIZEN

LG webOS

**Streaming TV/
Smart TV**



Mobile



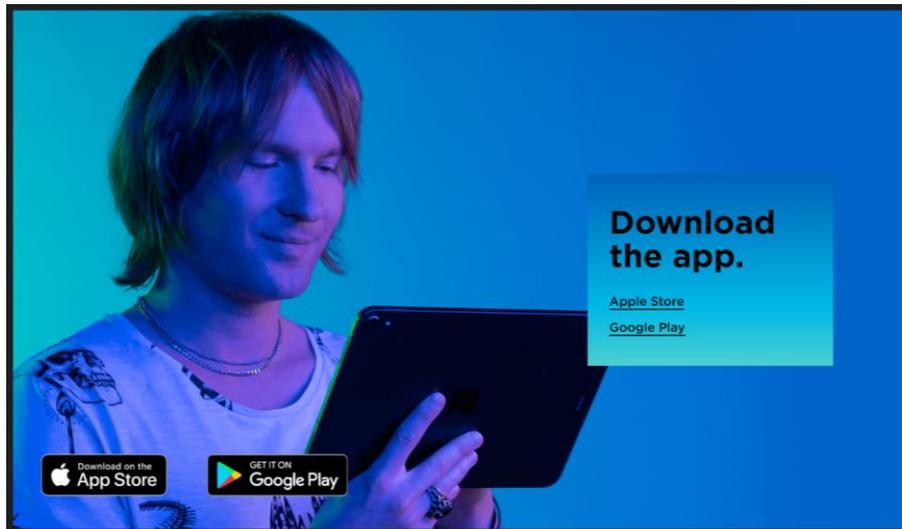
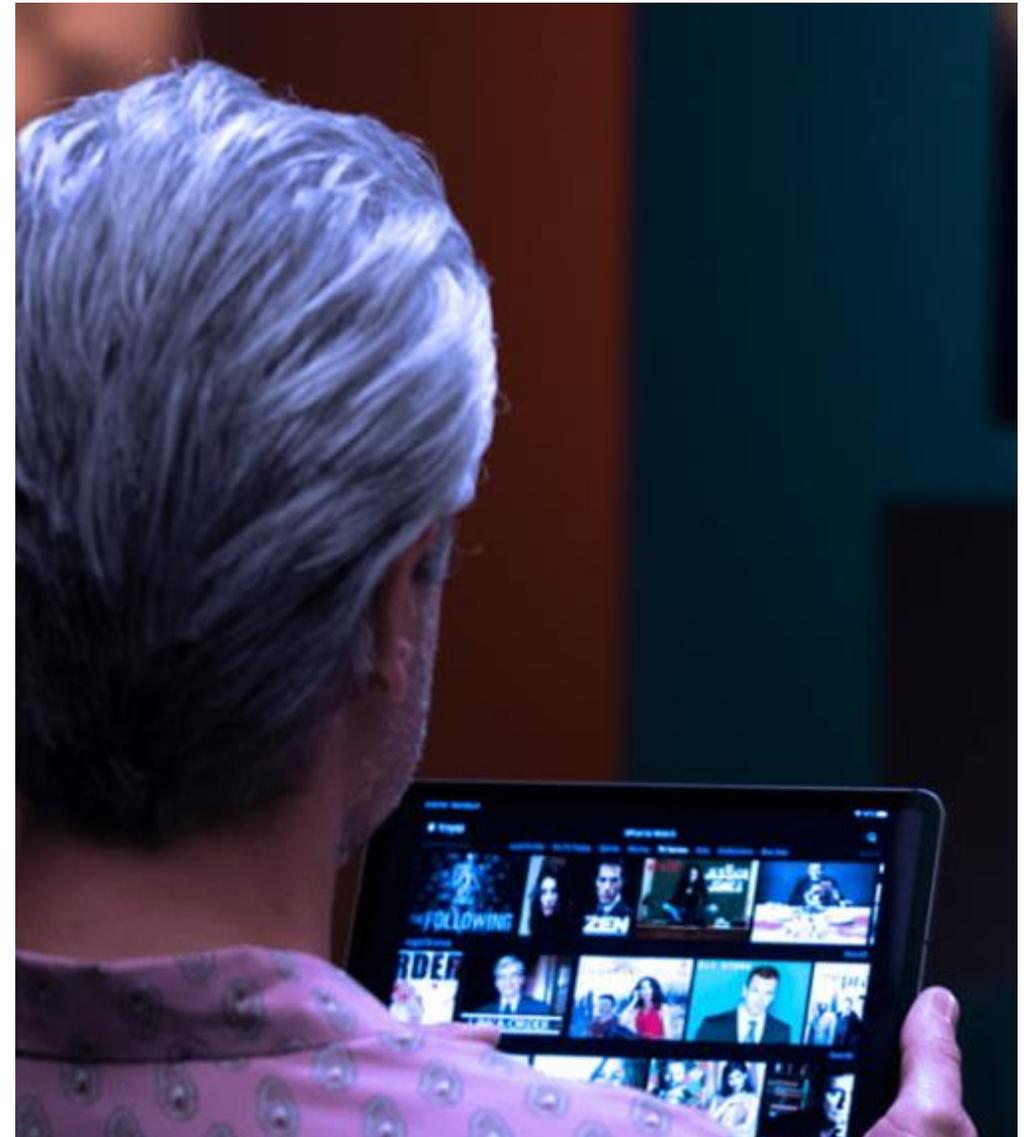
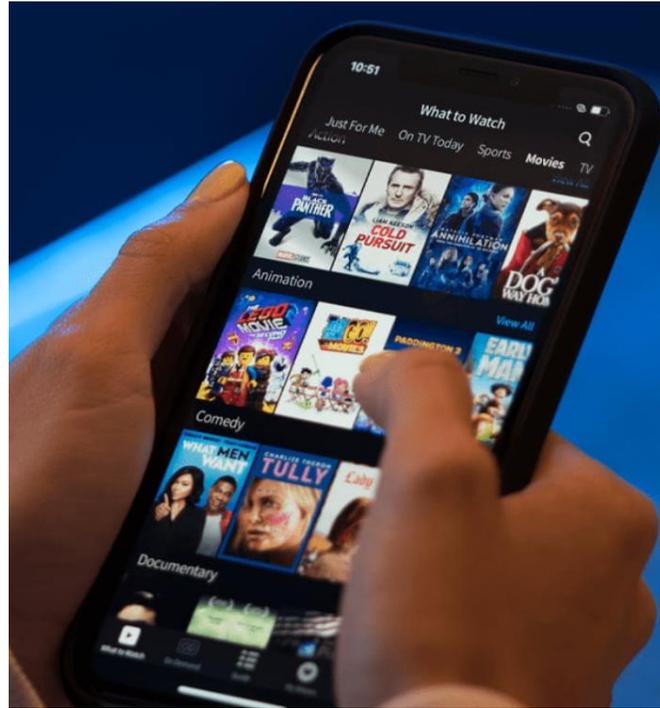
Web





Mobile App

Watch your content
anywhere

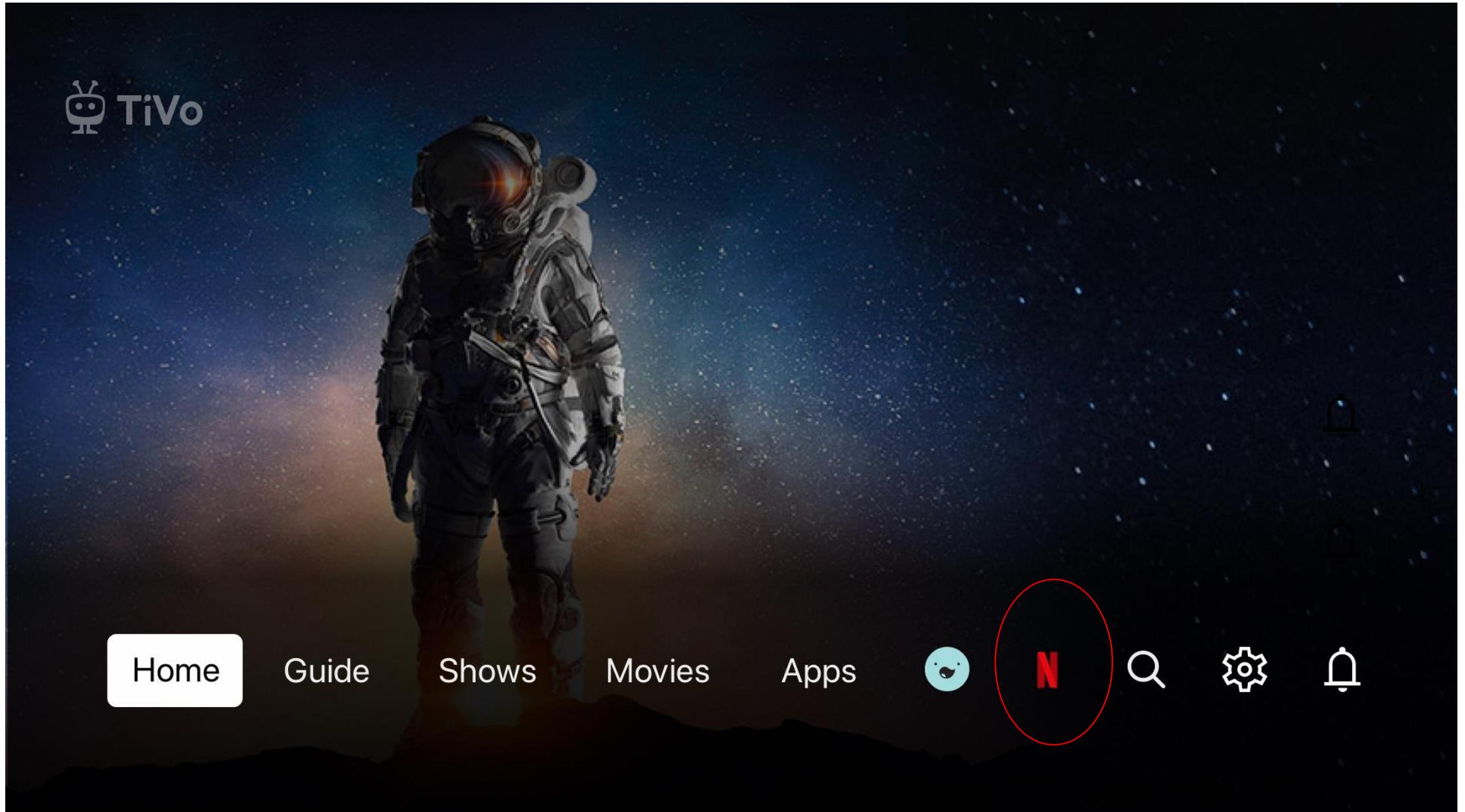


Remote Control

Backlit Remote



Main Navigation Page



Enriched Modern Interactive Guide

Guide 9:22p

	9:00p	9:30p	10:00p	10:30p
FOX 002	The Simpsons		The Simpsons	
NBC 003	The Voice		The Blacklist	
HBO 004	The Last of Us		The First 48	The Resident

The Last of Us

S1:E2 Infected
Drama · TVMA · 2023

Twenty years after modern civilization has been destroyed, a hardened survivor, is hired to smuggle Ellie, a 14-year-old girl, out of an oppressive quarantine zone. What starts as a small...

[▶ Play](#) [● Record](#) [More Info](#)

Filter by Genre or Theme

11:45 AM

FILTER

- Sports
- News
- Movies**
- Kids
- Action & Adventure
- Comedy
- Documentary & Educational
- Reality & Lifestyle
- Sci-Fi & Fantasy

	12 PM	12:30 PM	1 PM	1:30 PM
SportsCenter	NFL Rewind		NFL Live	
Hard With ...	First Things First			Speak
With the Mon...	The Immortals	The Short List	Pure Outdoor	Invincil
or Queen City Championship				
Today	Better Horses TV	I Love Toy Trains	Positively Paula	DocTal
ica Report...	The Story With Martha MacCallum		Your World With Neil Cavuti	
News Cen...	CNN News Central		The Lead With Jake Tapper	
Jansing R...	Katy Tur Reports		Deadline: White House	



Details Page



Yellowstone

Drama · TVMA · 2018

Follow the violent world of the Dutton family, who controls the largest contiguous ranch in the United States. Led by their patriarch John Dutton, the family defends their property against constant attack...

Kevin Costner, Kelly Reilly, Luke Grimes, Wes Bentley...MORE

▶ Play Recent

Mange Recordings

Series Info

SEASON 5

SEASON 4

SEASON 3

SEASON 2

SEASON 1



Shows Display

Shows

Ratings: All age

All

Action & Adventure

Anime & Animation

Comedy

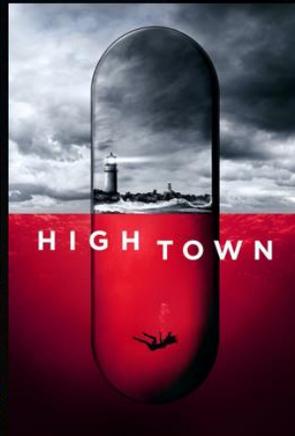
Documentary & Educational

Drama

Entert



Yellowstone



Recordings | By user profile



Recordings

35 / 50 hours



Recorded

Scheduled

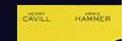
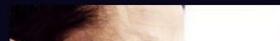
Show



Live PD



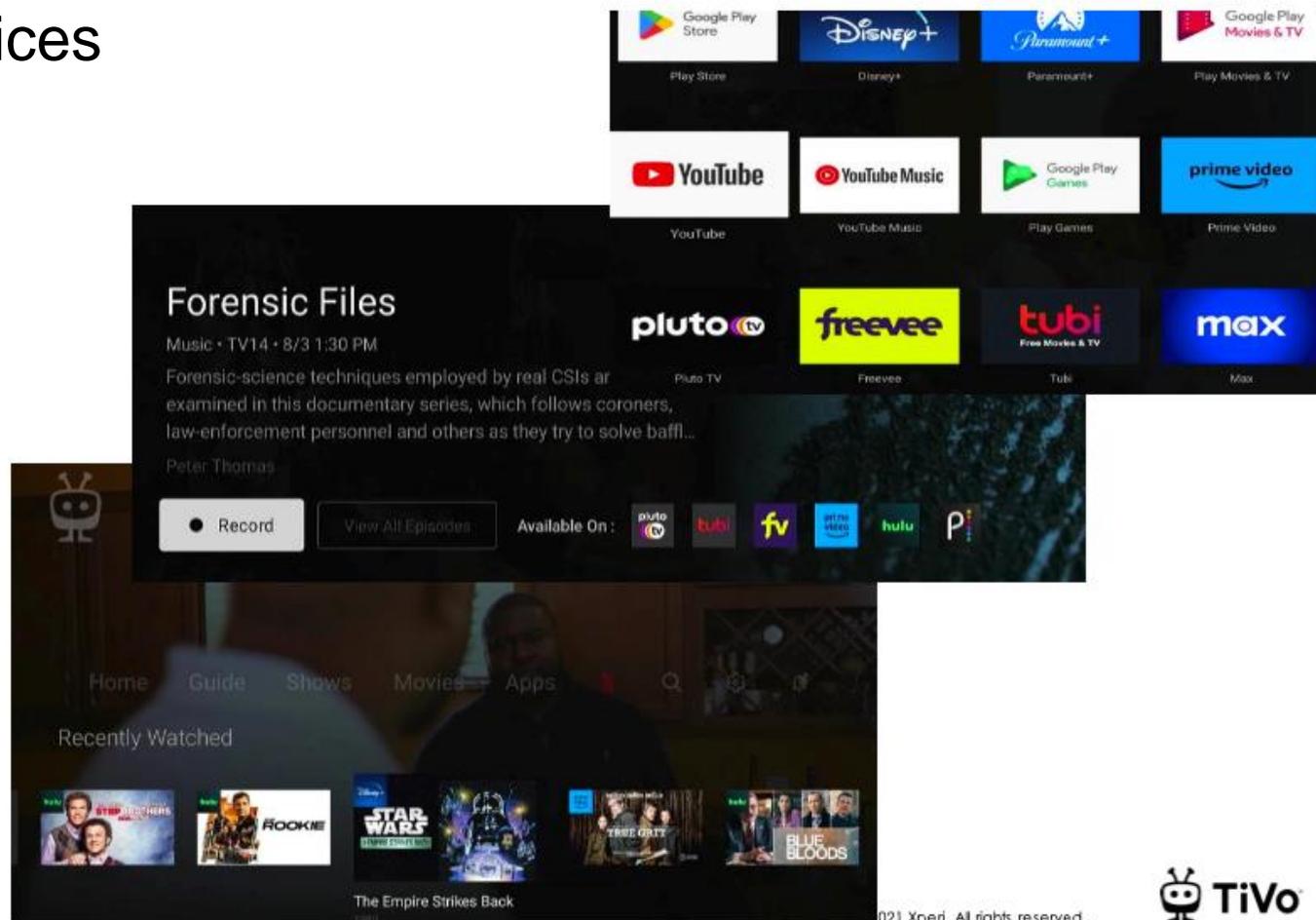
Movie



Super Content Aggregation

The TiVo guide delivers unified content discovery across OTT services

- Netflix - Integrated
- Max
- Prime Video
- Paramount+
- Disney+
- Hulu
- Peacock
- PlutoTV
- freevee
- Tubi & More





DIRECTV stream

Product Overview

DIRECTV IS A PARTNER THAT KNOWS ENTERTAINMENT

- 27 Year Company History
- 20% Market Share of Q2 2021 Video Subscribers
- Top Ranked in Overall Satisfaction by JD Power



DIRECTVstream

BULK SERVICES

DON'T SETTLE FOR AN ADD-ON VIDEO PACKAGE THAT DOESN'T GIVE YOUR RESIDENTS THE CONTENT THEY WANT.

Pair DIRECTV Stream Bulk Services with a Bulk Highspeed Broadband Solution and make premium entertainment standard in every unit.

THE BEST OF LIVE TV & ON DEMAND

- Live, local and national channels streaming on all their favorite screens

Local Channels: Not available in select areas. Channels vary by package & billing region.

Device may need to be in billing region in order to view.

- 20 hours of cloud DVR storage in every package

Data connection req'd. Recordings expire after 9 months. In a series recording, max 30 episodes stored (oldest deleted first which may be in less than 9 months). Restrictions apply.

- Streaming device and full-feature remote control at no additional cost to the resident

- Access to 7,000+ apps like HBO Max®, Prime Video, Netflix and much more

Requires DIRECTV STREAM device. Separate subscription/login required for HBO Max®, Netflix, Prime Video and other third party apps. Restrictions apply. See amazon.com/amazonprime for Prime Video details.

DIRECTVstream

BULK SERVICES

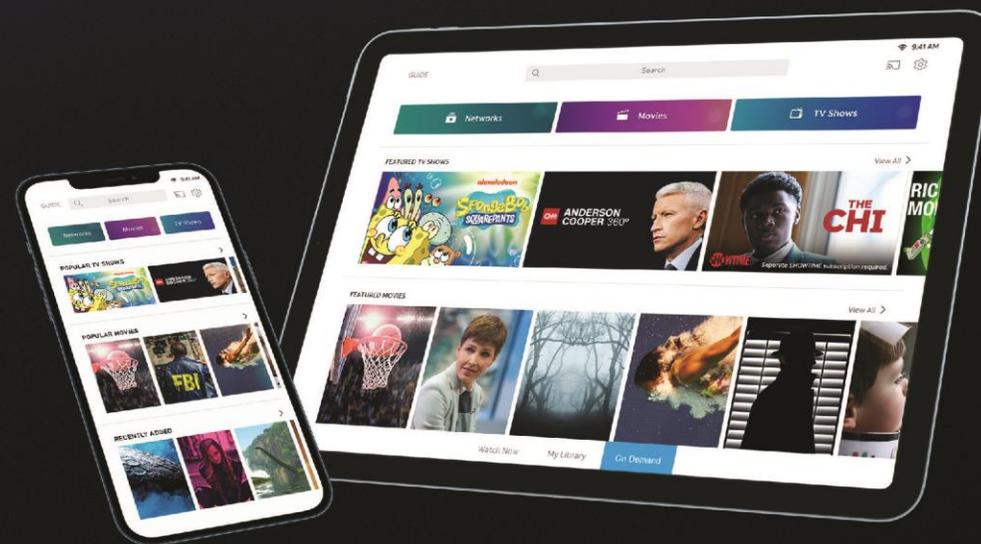
THE DIRECTV APP



An Everywhere Amenity

DIRECTV STREAM is an application your residents can use on their devices at home or while traveling.

Using their phone or tablet, residents can stream anytime, anywhere in the US, build binge-worthy libraries of top networks and shows, and pause and rewind live TV.



THE DIRECTV STREAM DEVICE



An All-Inclusive Streaming Experience

- Access thousands of apps like Netflix and more on Google Play*
Google login required*
- Search using our backlit voice remote with Google Assistant
- Enjoy a traditional live TV channel guide
- Pause, rewind, and fast-forward live TV (72 Hour Rewind)
- Set up your device in 3 easy ways:
 1. 15-minute self-install kit, OR
 2. Scheduled in-home white glove set up, OR
 3. Assisted installation over the phone
- Take your device(s) with you when you move



"What's on tonight?"
"Record Friends"
"Open HBO Max"

DIRECTVstream

BULK SERVICES

DIRECTV STREAM Equipment Specs



Bluetooth Connectivity

Pair audio speakers, headsets & game controllers



Smart Home Connectivity

Control your lights, check the weather, order delivery.

Google login required. May require compatible smart home device, app & service.



Output Quality

Support for 4K content
Dolby Atmos 5.1 support

DIRECTV STREAM programming is not in 4K.



Dimensions

Height: 19 mm
Width: 158.6 mm
Depth: 158.6 mm



All New Home Equipment



Wi-Fi 6E Router



Wi-Fi Mesh Beacon

With



Plume HomePass®



10 Gig ONT



SBBTV Set-top Box



Backlit Voice Remote
powered by Google





Plume HomePass® Download the app for iOS and Android

Use Adapt™ WiFi to balance traffic loads between devices and areas of the home.

Plume HomePass®
Adapt

INTERNET SPEED 9 mins ago

Download 162.1 Mbps Upload 8.2 Mbps

4 SuperPods, 1 SmartThings WiFi hub
23 connected devices. 11 online.

GATEWAY

Living Room
8 connected devices
Primary devices: Max, Olivia

OTHERS

Garage Excellent Hallway Excellent Kids Room Poor Patio Offline

View network coverage
Network optimized 9:32 pm

Safeguard your devices from malicious activity and protect your family from dangerous content.

Guard events

Protected Approve Block

Events
Feb 5 - Mar 5

All security events 40 Ad blocking 11 Online protection 16

Today 2:18 pm Lobby Echo Show amazon.com

Position pods for optimum WiFi coverage throughout your home and easily monitor status in every room.

Network

Living Room
Kitchen
Hallway
Kids Room
Bedroom
Guest Room

Get alerted to motion in your home without the need for invasive cameras.

Sense

Motion detected near
Living room, Kitchen
LIVE

Doorbell Living room Echo Kitchen Kitchen

Sense

Sense alerts OFF

Motion today



Included Channel Lineups SWFL

Base

2	NBC ^{HD} (WBBH)	17	Bounce TV (WFTX-2)	80	COZI TV (WGPS)	94	Summit Broadband Info Channel
4	PBS ^{HD} (WGCU)	18	CW ^{HD} (WXCW)	81	The Florida Channel / Knowledge TV (WGCU-4)	95	Naples City Channel
5	Fox ^{HD} (WFTX)	19	Create/Encore (WGCU-3)	85	Heros and Icons (WBBH-2)	96	Bonita Springs City Channel
6	CBS ^{HD} (WINK)	20	Antenna TV/MyNetwork (WINK-2)	86	MeTV (WZVN-2)	97	Marco Island City Channel
7	ABC ^{HD} (WZVN)	21	PBS Kids (WGCU-5)	87	NASA TV	98	Collier County Government
8	Ion (WFTX-5)	22	PBS World TV (WGCU-5)	88	NOAA Radar	99	Education Access
9	Home Shopping Network ^{HD}	23	QVC ^{HD}	89	DABL (WZVN-3)	136	God TV
11	Christian TV ^{HD} (WRXY)	25	QVC2 ^{HD}	90	BYUtv ^{HD}	141	Estrella (WXCW-2)
12	EWTN ^{HD}	76	DayStar ^{HD}	91	C-SPAN		
14	Grit (WFTX-3)	78	INSP ^{HD}	92	C-SPAN2		
15	Telemundo ^{HD} (WWDT)						

Ascend

26	USA Network ^{HD}	44	Paramount Network ^{HD}	66	Bravo ^{HD}	140	TCM (Turner Classic Movies) ^{HD}
27	The Weather Channel ^{HD}	45	FXX ^{HD}	67	Comedy Central ^{HD}	146	CMT (Country Music Television) ^{HD}
28	CNN ^{HD}	47	AMC ^{HD}	69	Syfy ^{HD}	164	Independent Film Channel ^{HD}
29	Headline News ^{HD}	48	TV Land ^{HD}	70	MTV ^{HD}	197	SEC Network ^{HD}
30	MSNBC ^{HD}	50	Nickelodeon ^{HD}	71	VH1 ^{HD}	199	Tennis Channel ^{HD}
31	CNBC ^{HD}	51	Disney Channel ^{HD}	72	BET ^{HD}	209	Bloomberg TV ^{HD}
32	Fox News ^{HD}	52	Cartoon Network ^{HD}	104	Newsmax TV ^{HD}	213	WE tv ^{HD}
33	truTV ^{HD}	53	Freeform ^{HD}	105	OAN ^{HD}	214	LMN (Lifetime Movies) ^{HD}
34	ESPN ^{HD}	54	Animal Planet ^{HD}	106	Fox Business ^{HD}	216	Game Show Network ^{HD}
35	ESPN2 ^{HD}	55	Discovery ^{HD}	109	National Geographic ^{HD}	217	FX Movies (FXM) ^{HD}
36	Golf Channel ^{HD}	56	TLC ^{HD}	111	Investigation Discovery ^{HD}	222	Disney XD ^{HD}
37	ACC ^{HD}	57	Travel Channel ^{HD}	114	BBC America ^{HD}	235	Fuse
38	Bally Sports Sun ^{HD}	58	E! ^{HD}	122	Cooking Channel ^{HD}	258	Motor Trend ^{HD}
39	Bally Sports Florida ^{HD}	59	Oxygen	124	HSN2 ^{HD}	264	HD Net Movies
40	Fox Sports 1 ^{HD}	60	Food Network ^{HD}	134	Crime & Investigation ^{HD}	300	BTN ^{HD}
41	FX ^{HD}	61	HGTV ^{HD}	135	Military History Channel	314	BTN Overflow ^{HD}
42	TNT ^{HD}	62	Lifetime ^{HD}	137	Hallmark Channel ^{HD}		
43	TBS ^{HD}	64	A&E ^{HD}	138	Hallmark Drama ^{HD}		
		65	History ^{HD}	139	Hallmark Movies & Mystery ^{HD}		

Music

701	Hit List	728	'80s
702	Music Choice Max	729	'70s
703	Dance/EDM	730	Solid Gold Oldies
704	MCU	731	Pop & Country
705	Hip-Hop and R&B	732	Today's Country
706	Rap	733	Country Hits
707	Hip-Hop Classics	734	Classic Country
708	Throwback Jamz	735	Contemporary Christian
709	R&B Classics	736	Pop Latino
710	R&B Soul	737	Musica Urbana
711	Gospel	738	Mexicana
712	Reggae	739	Topicales
713	Rock	740	Romances
714	Metal	741	Sounds of the Seasons
715	Alternative	742	Stage & Screen
716	Adult Alternative	743	Soundscapes
717	Rock Hits	744	Smooth Jazz
718	Classic Rock	745	Jazz
719	Soft Rock	746	Blues
720	Love Songs	747	Singers & Swing
721	Pop Hits	748	Easy Listening
722	Party Favorites	749	Classical Masterpieces
723	Teen Beats	750	Light Classical
724	Kidz Only!		
725	Toddler Tunes		
726	Y2K		
727	'90s		



Optional Retail Channel Lineups SWFL

Peak

73	BET Gospel	147	GAC Family ^{HD}	223	Disney Junior ^{HD}	252	American Heroes Channel ^{HD}
74	BET Soul	163	LOGO	224	Nick Jr	253	Boomerang ^{HD}
93	C-SPAN3	200	CBS Sports ^{HD}	225	Nick Music	254	Discovery Family ^{HD}
103	OWN ^{HD}	201	ESPNU ^{HD}	226	NickToons	256	Smithsonian Channel ^{HD}
108	CNBC World ^{HD}	204	Fox Sports 2 ^{HD}	227	TeenNick ^{HD}	257	AXS TV
110	CNN International ^{HD}	205	MLB Network ^{HD}	228	Universal Kids ^{HD}	259	CMT Music
117	Viceland ^{HD}	207	NFL Network ^{HD}	233	BET Her	260	BET Jams
119	AWE ^{HD}	208	NHL Network ^{HD}	236	MTV Classic	513	NBC Universo
120	Lifetime Real Women (LRW)	211	Nat Geo WILD ^{HD}	237	MTV2		
121	Magnolia (DIY) ^{HD}	212	Science Channel ^{HD}	250	FYI ^{HD}		
123	FIDO TV ^{HD}	215	Discovery Life ^{HD}	251	Destination America ^{HD}		

Sports

203	ESPNews ^{HD}	307	NFL Red Zone ^{HD}
301	Golf Channel ^{HD}	308	Next Level Sports ^{HD}
302	Sportsman Channel ^{HD}	309	FanDuel TV ^{HD}
303	MLB Strike Zone ^{HD}	310	World Fishing ^{HD}
304	Stadium College Sports ATLANTIC	311	YES Network ^{HD}
305	Stadium College Sports CENTRAL	312	NBA TV
306	Stadium College Sports PACIFIC	313	Tennis Channel ^{HD}
		331	FanDuel Racing ^{HD}

Seasonal Sports

350-359	NBA League Pass ^{HD}	360-373	MLB Extra Innings ^{HD} or NHL Center Ice ^{HD}
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Latino

500	Wapa America	511	Ultra Familia
501	TBN Enlace	512	Cine Latino
502	CNN en Español ^{HD}	513	NBC Universo
503	Discovery en Español ^{HD}	514	Cine Mexicano
504	Discovery Familia ^{HD}	515	TV Chile
505	TV Dominicana	516	MTV TR3s
506	ESPN Deportes	517	TeleN
507	History en Español	521	Cable Noticias
508	Latele Novela	524	Gran Cine
509	Pasiones (TVPAS)	529	TVE Internacional
510	EWTN en Español		

International

600	CCTV 4 (Chinese)	607	TVK (Korean)
602	Deutsche Welle	608	The Filipino Channel ^{HD}
603	Mediaset Italia	609	Globo TV International (Brazilian)
604	MYX (Asian-American)	610	TV Asia
605	RTN (Russia)	611	TV Japan
606	SBTN (Vietnamese)		



Optional Premium Channel Lineups SWFL

HBO

400 HBO ^{HD}	404 HBO Latino ^{HD}
401 HBO2 ^{HD}	405 HBO Signature ^{HD}
402 HBO Comedy ^{HD}	406 HBO Zone ^{HD}
403 HBO Family ^{HD}	

Cinemax

415 5 StarMAX ^{HD}	419 MoreMAX ^{HD}
416 ActionMAX ^{HD}	420 OuterMAX ^{HD}
417 CineMax ^{HD}	421 ThrillerMAX ^{HD}
418 Cinemáx ^{HD}	422 MovieMax ^{HD}

Showtime

423 FLIX ^{HD}	434 Showtime Next ^{HD}
430 Showtime 2 ^{HD}	435 Showtime Showcase ^{HD}
431 Showtime x BET ^{HD}	436 Showtime Women ^{HD}
432 Showtime Extreme ^{HD}	440 The Movie Channel ^{HD}
433 Showtime ^{HD}	441 The Movie Channel Xtra ^{HD}

Starz/Encore

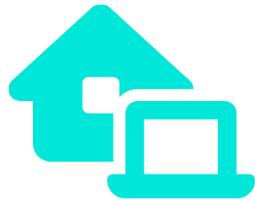
450 Starz ^{HD}	459 Starz Encore Family ^{HD}
451 Starz Cinema ^{HD}	461 Starz Encore Suspense ^{HD}
452 Starz Comedy ^{HD}	462 Starz Encore West ^{HD}
453 Starz Edge ^{HD}	463 Starz Encore Westerns ^{HD}
454 Starz Encore ^{HD}	464 Starz In Black ^{HD}
455 Starz Encore Action ^{HD}	465 Starz Kids & Family ^{HD}
456 Starz Encore Black ^{HD}	466 IndiePLEX ^{HD}
457 Starz Encore Classic ^{HD}	467 RetroPLEX ^{HD}



Onboarding

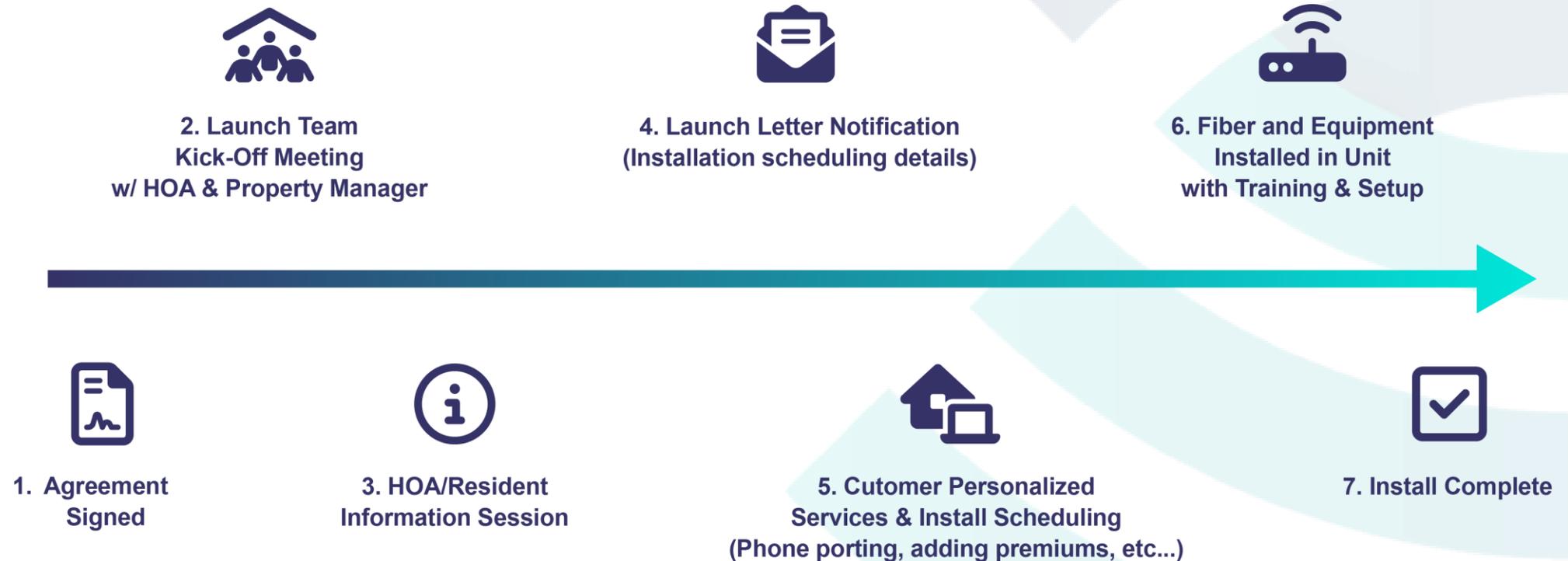
Services Installation

Process and Journey



Resident Onboarding: A Personalized Resident Experience

Launch Manager delivers **first-in-class customer experience** throughout resident onboarding. Our hyper-focus on the customer experience ensures that owners/residents get what they need, and installations are completed successfully.

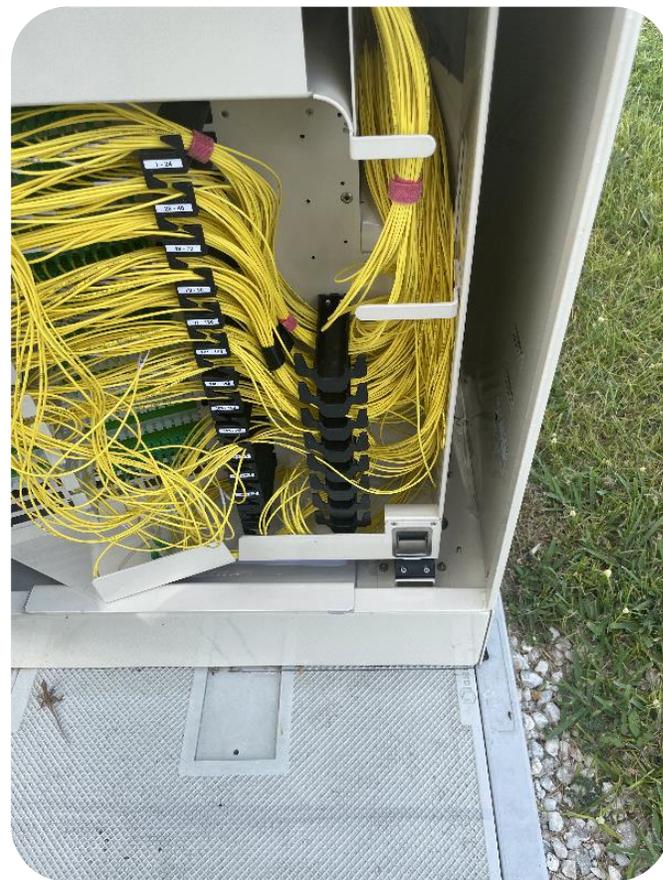


Installing Fiber on Property

We take great care to ensure minimal disturbance of your residents and their property.



Splitter Cabinet



Proposal for Wiggins Bay

Bulk Offering 1 – Internet and SBB TV

Products	Equipment	Term	Price
<ul style="list-style-type: none">• 2Gig/2Gig internet access• SBB TV Base, Ascend and HBO channel lineups (includes the music channels)• Cloud DVR – 100 hours included• Rewind TV – Rewind channels up to 72 hours	<ul style="list-style-type: none">• 2 SBB TV set-top boxes• 2 Voice remotes powered by Google• 1 Wi-Fi 6E router• 1 wireless extender (as needed)• 10Gig ONT	<ul style="list-style-type: none">• 7 years• Option to cancel bulk SBB TV after year 3	<ul style="list-style-type: none">• \$66.99 (plus taxes, fees)• 4% annual escalator



Bulk Offering 2 – Internet and DirecTV Stream

Products	Equipment	Term	Price
<ul style="list-style-type: none">• 2Gig/2Gig internet access• DirecTV Choice, HBO, Cinemax and Showtime (includes Paramount +) channel lineups• Cloud DVR – Unlimited	<ul style="list-style-type: none">• 2 DirecTV Stream set-top boxes• 2 Voice remotes powered by Google• 1 Wi-Fi 6E router• 1 wireless extender (as needed)• 10Gig ONT	<ul style="list-style-type: none">• 7 years	<ul style="list-style-type: none">• \$84.98 (plus taxes, fees)• 3% annual escalator on internet• 5% annual escalator on DirecTV Stream



Bulk Offering 3 – Internet Only

Products	Equipment	Term	Price
<ul style="list-style-type: none">• 2Gig/2Gig internet access	<ul style="list-style-type: none">• 1 Wi-Fi 6E router• 1 wireless extender (as needed)• 10Gig ONT	<ul style="list-style-type: none">• 7 years	<ul style="list-style-type: none">• \$39.99 (plus taxes, fees)• 3% annual escalator• Pricing valid for 60 days



Individual Savings for Community (Following upgrades will be not have to be paid on a monthly basis with the new bulk package)

- **1 Gig internet upgrade – 13 units**
- **500 Mbps internet upgrade – 8 units**
- **Wireless router lease – 117 units**
- **Wireless extender lease – 5 units**
- **HBO – 15 units**
- **HD set-top box lease – 57 units**
- **DVR (2-tuner) lease – 139 units**
- **DVR (Synergy) lease – 10 units**





Thank You

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