

Coba Systems Offer to HOA

Coba Systems has recently negotiated with Spectrum, previously Time Warner, to Provide Bulk Delivery service.

The Package

1. Spectrum will **REPLACE THE ENTIRE SYSTEM WITH NEW CABLE.**
2. All repairs and service calls would be handled by Spectrum.
3. 24 hours - 7 days a week support.
4. Each space would receive the Spectrum TV Select HD television service.
5. Each space would receive Internet with speeds of 60Mbps down by 5Mbps up. With no download limits
6. Each space would receive a cable modem for the internet and a digital set top box for the television service.
7. Coba Systems will provide the service for \$29.95 per-month.

Second what the properties must provide:

1. 100% participation to each space.
2. 12 months billing.
3. 10-year contract.
4. Each space will have its own account with Spectrum. If the space only takes the service provided they will not have any other bill owed. The invoice would read \$0.
5. If the space wanted other services such as movie channels or phone service, they would pay for those separately.

This is called **Bulk Delivery Service** pricing. If the HOA does not take the bulk delivery service, the property will still be using Coba Systems and its services and pricing.

Comparison	Coba Systems	Spectrum
Number of Channels	88	141
Number of HD Channels	6	99
Highest Internet Speed	9Mbps	60Mbps
Phone Service	No	Yes
24 Hour support	No	Yes
Price for above Service	\$92.89	\$29.95
5 months Cost	\$464.45	N/A
12 Months Service	\$1,114.68	\$359.40

Frequently asked Questions

1. Does every space have to take the service?
 - a) Yes, the HOA will be billed for all 249 spaces. Weather everyone wants or takes the service, the HOA will be billed for every space.
2. How long is the agreement?
 - a) 10 years
3. Is the price locked in?
 - a) There is a 6% increase each year from the previous year.
4. Who do we pay for service?
 - a) The HOA will pay Coba Systems
5. Who is the service from?
 - a) Spectrum is the provider of the service
6. Is there an installation fee?
 - a) No and Yes, you will go to the Spectrum Store located at 10th and Dove in McAllen to pick up your equipment. You will then plug the equipment into your cable connection in your house. If you have problems with the self-installation, you can call Spectrum and they will send a service truck at no charge. **If you do not want to do the self-installation, there is a onetime charge for the installation of \$49.**
7. How many TVs can we have service on?
 - a) The package includes one set top box for digital reception. Additional digital set top boxes are \$3.99 each. DVR service is available at current offers.
8. Is there a channel guide?
 - a) Yes, Interactive you can go to a channel from the guide.
9. Can we purchase extra packages like HBO or Phone Service??
 - a) Yes, you can just call into Spectrum 800 number and add the services you want in addition to the basic services. Pricing is based upon current offers at the time you call.
10. Does the package include a router?
 - a) No, you will use your existing router or purchase a new one from a store like Wal Mart or Best Buy.
11. Do we have to buy a modem?
 - a) The modem is included in the package. If the modem goes bad you will call Spectrum for them to replace it.
12. Is there a limit on how many movies we can download?
 - a) There is no cap on the amount of Internet you use each month.
13. Who do we call for service interruptions?
 - a) Spectrums' 24 x 7 800 number
14. Can we still have our own Satellite Service?
 - a) Yes, but you will still have the television service being delivered to your home. It will not interfere with your satellite service.

15. Does the service still work when if we leave for the season?

- a) Yes, so you could connect a security system or a camera to monitor your property while you are away.