



Comcast to CenturyLink Transition

Background. The Cape Haze Resort is at the end of a 15 year contract with Comcast/Xfinity to provide bulk cable TV services to the 144 units in our community. The cost has increased each year of the contract and today is around \$53/unit/month. Comcast proposed to renew the contract at \$78/unit/month for 10 years, increasing 4% each year. The Community Association Board and, particularly, the Communications Committee, have spent 18 months negotiating with Comcast and exploring other alternatives. After an exhaustive study, the Communications Committee recommended and the Board adopted a contract with CenturyLink to provide high-speed internet services for \$30/month/unit with level pricing for 10 years.

The Transition. As of August 17th, 2021 the Community Association will no longer be providing bulk TV services through a contract with Comcast/Xfinity. Instead, the Community Association will provide bulk internet services through **CenturyLink** beginning on that date. A description of those services is provided below. Please also see **Questions & Answers** at the end of this description.

CenturyLink Services and Equipment. Between late July and August 16th, CenturyLink will install a fiberoptic network throughout our community. In each unit an optical network terminal (ONT) and a router will be installed providing 200MB/sec dataspeed. The router provides both wireless and (with owner-supplied cables) Ethernet wired networks to your unit.

Equipment Installation. The optical network terminals (ONTs) will be installed on the wall beneath the electrical switch panels in your units (see Figure 1 on the next page). Optionally, the ONTs can be installed in the closet on the same wall, but the unit owner will be required to have an electrician install an electrical outlet in the closet before the ONT is installed.



Figure 1

The ONT itself is about the size of a cell phone (Figure 2) and installs next to the electrical outlet below the electrical panel where it is plugged into the adjacent outlet. It is wired to existing cable to phone outlets (so-called CAT5 cable) in the wall behind it (Figure 3).



Figure 2



Figure 3

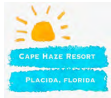
The CAT5 cable will terminate in a phone jack (Figure 4) in your unit. As part of the installation scheduling owners will be asked which phone jack they would like to use. **If the owner does not specify a location, the modem will be placed with the kitchen phone jack.**



Figure 4

Installation Timeline. Scheduling for the installation of the 144 ONTs will begin as soon as that information is provided by CenturyLink. Once CenturyLink gives us their installation timeframes, management will contact owners about installation. If an owner cannot be reached, the installation will be scheduled by management. Owners who want the ONT installed inside their closets will have to contact an electrician to install an outlet in the closet before the ONT installation is scheduled.

Watching TV through the internet. We are working with CenturyLink to provide virtual “town-hall” meetings with any owners interested in learning more about these options. More information about this will be coming shortly.



Questions and Answers

How do I watch TV programs?

You can either use one of the internet streaming services or you can contract with Comcast to continue to provide TV through their cable system. Anyone wishing to continue live TV service with Comcast/Xfinity must arrange that service to begin on August 17th, 2021.

What is the expected date of the transition?

We are expecting the transition from Comcast to CenturyLink to be August 17, 2021.

Does the switch include cable and internet?

No; the bulk service contract with CenturyLink provides *only internet*.

Can we still use our personal router or will we be required to use CenturyLink's?

You have the option of using your own router. Use of your own router will be at the owner's expense.

How/when do we go about setting up an account with CenturyLink?

You do not need to set up any personal account with Century Link. You will want to configure your router for security purposes.

We will be going home soon. Should we cancel our account with Xfinity/Comcast when we leave?

If you have a personal account with Xfinity/Comcast **and** are not planning to use Xfinity/Comcast for live TV services **and** you will not return to Cape Haze until after August 15, 2021, you should consider cancelling your Xfinity/Comcast Account. Depending upon your contract, there may be a cancellation penalty.

What is the installation timeline?

The details will be sent to you as soon as they are available.

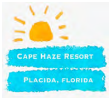
I am uncomfortable with not being at the Resort when the installation takes place in my unit.

What security protections will there be?

Security measures are being worked out with management and installation teams and will be the subject of subsequent communication with owners.

Will the equipment provide internet access that is secure?

The security of your network is based upon protocols built into your router; security of your computer requires other applications which may be "built-in" or added (e.g. BitDefender). The routers CenturyLink is providing support the latest internet data protocols (Wifi 6; 802.11ax; 5GHz and 2.4GHz bands; 1 GB per second data transfer; and WPA security). At a minimum you will want to secure your network with a password, but there are other settings that affect security as well. Further information and help will be provided and will be part of the **town hall** sessions we will arrange. Additional help will be available on request.



No network or system connecting to the internet is *absolutely* secure, but the equipment provided offers state-of-the-art security if you follow the recommendations.

I have a Nest thermostat (or other) internet connected device that require a continuous internet connection. Are there any problems with that?

No. Since this is a bulk service, it will remain active at all times unless an owner disconnects it. Provided the owner has taken the steps referred to above to secure their network, there should be excellent security for all but the most sophisticated hacking attempts.

STAY TUNED FOR FURTHER INFORMATION!!