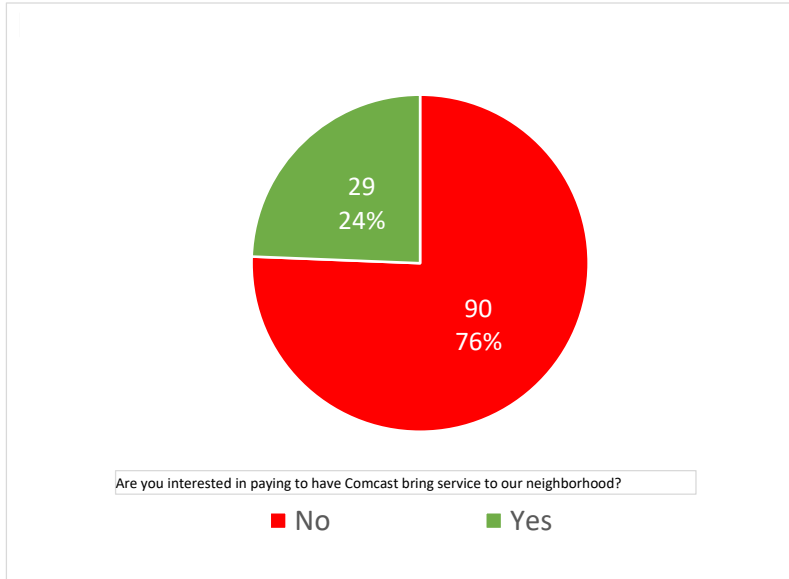


TR HOA COMCAST PROPOSAL SURVEY RESULTS

SUMMARY:



RESPONSES:

Timestamp	Are you interested in paying to have Comcast bring service to our neighborhood?	Would you be willing to participate in an HOA committee to investigate internet service options for TR HOA?	Other comments:
10/27/2021 19:10	Yes	No	Thank you for soliciting this feedback. I feel that this item should be put before membership in the manner specified in the by-laws. Many of us pay for items we don't use or enjoy (playgrounds, tennis courts, trails) - and that is our obligation as members of the HOA. I feel this improvement to our community deserves the same consideration.
10/27/2021 16:58	No	No	We are strongly opposed to this. While our current service provider (Wave) could be better, we aren't confident that another service provider is going to be that much better given our location. And we certainly aren't interested in paying \$1,480 or more just to investigate. As much as we'd like to say we would help seek out other service providers, we didn't want to click "yes" above and then not follow through.
11/8/2021 6:17	No	No	
11/1/2021 17:30	Yes	No	
10/27/2021 19:10	No	No	I know people complain about Broadstripe and Wave a lot. But since Wave took over, internet has been working well for me. Considering Comcast also gets a lot of customer complaints I am not sure whether Comcast would be better off, not to mention the high cost.
10/27/2021 17:10	No	No	since we can't be guaranteed that Comcast will be better than Wave I am not willing to front all that \$\$.
11/7/2021 12:30	No	No	
10/28/2021 22:22	Yes	No	We should push back on the terms that Comcast is asking for around up-front costs
10/27/2021 19:34	No	No	
11/8/2021 18:44	No	Yes	
10/28/2021 6:42	No	No	
11/4/2021 20:08	Yes	Yes	
10/27/2021 22:20	No	No	

11/7/2021 14:07	Yes	No	
10/27/2021 21:50	Yes	No	The cost of Dish Network and Wave is way more expensive than Xfinity for similar service. I would love to get Xfinity!!!! I am not happy with my TV or Internet carriers
11/1/2021 8:10	Yes	No	
11/7/2021 21:24	No	Yes	
10/27/2021 16:48	No	No	
10/27/2021 16:48	No	No	
10/27/2021 16:53	No	No	It is ridiculous to even consider paying \$1500+ for a company like Comcast/Xfinity. It is consistently rated as one of the worst company ever. Wave has been good lately, and if at all we want options, we should go with Fiber/Ziplay etc.
10/27/2021 17:42	No	Yes	It would be nice to understand more details of cost than a scary \$296,000, and possibly other options of financing from Comcast in forms of discount/subsidize in monthly payment if residents decide to enable their service.
10/27/2021 19:10	No	No	
10/31/2021 13:39	No	Yes	
10/27/2021 18:28	Yes	No	
10/27/2021 17:39	No	Yes	
10/27/2021 21:51	Yes	No	
10/28/2021 18:42	Yes	No	
10/27/2021 17:42	Yes	Yes	Did we look at any fiber options? I'd prefer that over Comcast.
11/7/2021 11:58	Yes	Yes	We absolutely would prefer Comcast and would be willing to assist.
10/27/2021 16:56	No	No	
10/28/2021 15:41	No	No	
10/28/2021 12:27	Yes	No	
10/27/2021 21:11	No	No	
10/28/2021 17:38	No	No	Too expensive \$1480 is ALOT to change to a company that has been in the top 10 most hated companies in America multiple years in a row. Had them before I moved here - expect BAD service, rates that go up as you have no locked in rates for our neighborhood. Wave isn't great but comcast is much worse. I would not want them and would be angry that was charged for a service I would never switch to or want to use.
10/27/2021 19:34	No	No	
11/8/2021 7:58	No	No	Please don't make me pay \$1,480 for a service that I never intend to use from a company that has THE WORST CUSTOMER SERVICE OF ANY COMPANY ON THE PLANET!!!
10/27/2021 21:27	No	No	Outrageous price tag without any performance GUARANTEES! Mega bucks, pure cubic dollars that we would be tossing down a rat hole.
10/30/2021 14:34	No	No	
10/30/2021 11:35	No	No	I havent heard very many complimentary things about Comcast and there really is no guarantee the service will be appreciably better plus the unknown additional expenses make this something I would rather not have implemented
10/30/2021 15:58	No	No	We started using Hulu for Live TV about a year ago and like it very much! We use Wave for Internet only (didn't like them for TV) and had tried Direct TV and didn't like that either. Hulu works well for our needs.
10/27/2021 16:59	Yes	No	
10/29/2021 10:04	No	No	I'm fine with Wave
10/28/2021 18:50	No	No	It's unclear from the proposal what benefits it brings, for instance, whether it's going to be full duplex or not. I might've considered full duplex.
10/28/2021 17:13	No	No	Thank you for looking into the options to address the issue.
10/27/2021 17:01	No	Yes	AFAIK Wave broadband is renting out from comcast most of the infrastructure, 800k seems to be pretty pricy for that, are they offering a fiber upgrade to the homes, have they provided a breakdown of the work needed or just a total? It's not worth paying 1.4k to get same if not worst pricing for the same speed, given that Wave is now pretty stable and performs at the advertised price. My 2c
10/27/2021 16:46	No	Yes	
11/8/2021 10:33	No	No	
10/27/2021 16:50	No	No	If 200 affluent tech households isn't the prime demographic for rushing in to hook up premium internet service, I don't know what would be.
11/7/2021 13:25	No	Yes	TR HOA's initial decision to not pursue this option with Comcast is the correct one. The amount of \$1,480 plus is quite high. It does not make sense to pay an amount that is more than double the yearly HOA.
11/8/2021 17:33	Yes	No	
10/27/2021 18:01	Yes	Yes	
10/27/2021 20:39	No	No	
10/27/2021 22:23	No	No	
10/27/2021 16:56	No	No	
10/27/2021 16:48	No	No	
10/27/2021 19:30	No	No	Thank you for surveying! We don't think there should be a special assessment for an optional service like ISP. It is unfortunate that this neighborhood is in the situation regarding a single provider but homeowners should not be required to pay for this. Comcast should pay the entire cost if they want into the neighborhood.
11/7/2021 14:34	Yes	No	

11/7/2021 11:57	No	No	The idea that the only option is an assessment should not be the "only" option. How about getting someone else other than our board members involved in the discussion with Comcast etc? We have plenty of other residents that may have ties and negotiating methods to reduce that amount. I am not one of them though..
10/29/2021 17:40	No	No	Can we future proof our service and put in fiber optic lines instead?
11/7/2021 18:38	No	No	
10/27/2021 19:04	No	No	
10/29/2021 9:41	No	No	
10/28/2021 8:08	No	No	Why existing available services not sufficient?
10/27/2021 18:43	Yes	Yes	
11/7/2021 12:41	Yes	Yes	
11/7/2021 22:48	No	No	I would definitely like to have more options for internet... But the proposed cost is too high, and it's not even the final number.
10/27/2021 16:54	No	No	Wave has worked fine for us
10/27/2021 17:51	No	Yes	
10/27/2021 19:55	No	No	
10/27/2021 18:16	Yes	Yes	I believe that this is a very small price to pay and adds value and is a small part of the real state investment
10/27/2021 17:35	No	No	
10/27/2021 19:34	Yes	Yes	
11/7/2021 15:08	No	No	
10/27/2021 20:31	No	No	All financial risk is on us with this proposal. When they discover that they can't pull a line thru an existing conduit and have to run new wires... All on us. This estimate could double, and then what..... Comcast may be putting some money in, but they are accepting no risk. Not even the terms of this proposal are acceptable
10/28/2021 3:32	Yes	Yes	
11/1/2021 9:11	Yes	No	
10/28/2021 5:31	Yes	No	
10/27/2021 20:57	No	No	
10/27/2021 16:46	No	Yes	
10/27/2021 18:51	No	No	
10/27/2021 20:18	Yes	No	
10/27/2021 17:07	No	No	I'm not willing to pay a substantial amount of money to set up comcast in the neighborhood. The current proposal of ~1500 is not acceptable to me.
11/7/2021 15:36	No	Yes	
11/8/2021 8:49	No	Yes	
10/28/2021 8:29	No	No	
10/27/2021 16:48	No	No	
10/28/2021 7:46	No	No	
11/8/2021 19:22	No	Yes	
11/7/2021 13:28	No	No	
10/27/2021 18:02	No	No	
10/27/2021 16:44	No	No	
11/7/2021 11:55	No	No	
10/27/2021 22:37	No	No	
10/27/2021 17:06	Yes	No	I think we've idea of not moving forward with this proposal to bring Comcast into our neighborhood is extremely shortsighted. Current services offered in the neighborhood for cable and Internet are extremely poor. It's a small price to pay to have a leading cable and Internet provider service. I believe this \$1500 will be made up 10 or 20 times over when each of us go to sell our properties down the road. I'm glad the board decided to take this to a vote and not make a unilateral decision on behalf of all of our neighbors. I do hope clearer minds prevail here and we move forward with the investment
11/7/2021 11:58	No	No	
10/28/2021 10:06	No	Yes	
11/1/2021 21:16	No	No	
10/27/2021 17:03	No	No	We have been using and working with Wave. We have great service and great bandwidth without the issues some other families have reported, and so are not interested in changing ISPs. Also, we are moving in less than a year. I *really* don't want to be forced to pay into something this expensive that I will get no use out of, even if I were interested in switching providers.
10/27/2021 16:49	No	No	We use Wave and we are satisfied with the quality. I don't know why people need more speed unless they host youtube video servers in their homes.
10/27/2021 20:59	No	No	
10/27/2021 17:16	No	Yes	
10/27/2021 16:45	No	No	We're fine with the service we have.
10/28/2021 8:54	No	No	We expect wireless/satellite internet to be available shortly (SpaceX, T-Mobile 5G). If Comcast wishes to compete with these new services, they should foot the bill.
11/7/2021 12:48	No	No	

11/5/2021 8:02	No	No	
10/30/2021 17:12	No	No	
10/27/2021 16:50	No	No	In general, I don't have issues with Wave Broadband. I also hear a lot of complaints about Comcast where they service.
10/27/2021 20:21	Yes	No	
10/28/2021 7:41	No	No	
11/8/2021 15:33	No	No	
10/27/2021 17:20	No	No	
11/1/2021 17:57	No	No	
10/28/2021 9:49	Yes	No	
10/27/2021 17:04	No	Yes	
10/27/2021 17:31	Yes	Yes	
10/27/2021 16:52	No	No	
10/29/2021 0:46	No	No	
10/31/2021 10:33	No	No	I could never agree to a final bill of "TBD". We should ask for the full number, otherwise we'll pay whatever they say we'll pay. This isn't a quote, it's an incomplete guess. I'd also like to see if there are other companies that would provide service besides Comcast. I find it best to ask multiple providers for bids before choosing one.
11/3/2021 10:49	No	No	We are perfectly happy with Wave. Comcast has its problems as well as evidenced by the many unsatisfied customers in our neighboring communities looking for other options. \$296,000++ could be far better spent. BTW, huge thank you to all of you who serve on the board and committees.

Adjustments made to survey reponses:

Removed duplicate Reponses

Corrected one lot number per request made in comments

Removed two reponses from a single household that voted both Yes & No for proposal

Removed Lot numbers to protect anonymity

Removed any personal information (e.g. names) mentioned in comments