summit BROADBAND. | Made To Connect

Dear Golden Oak Resident,

In anticipation of new and upgraded community services from Summit Broadband coming to Golden Oak in early 2025, we'd like to provide some additional information regarding the services and add on options that will be offered. Key elements of the new community-wide services include:

- **Internet speeds will increase to 1 Gigabit (1,000 Mbps download and upload)**
- **Your in-home router will be upgraded to a new Wi-Fi 6E device with access to the Plume HomePass app**
- **On request, Wi-Fi 6 mesh network extenders can be added to provide whole-home coverage**

Home Phone

We recognize that many residents are no longer utilizing home phone service, and as a result, it will not be included in the community's services going forward. If you want to keep a landline phone in your home, it will be available from Summit Broadband as an add-on at the retail price of $29.99 per month.

Television

As many customers have embraced streaming services for their TV entertainment, Summit Broadband will be discontinuing the delivery of traditional digital cable as a part of its new agreement with Golden Oak. To provide ample time for residents to explore their preferred streaming services moving forward, Summit Broadband will continue to offer the current cable service through April 1, 2024.

For those who wish to use a streaming platform with a flexible interface similar to traditional cable, Summit Broadband has partnered with DIRECTV to provide DIRECTV via Internet.

DIRECTV via Internet does not utilize a satellite dish. With the DIRECTV via Internet streaming device plugged into your television and connected to your home Internet, you have the benefit of a traditional TV viewing experience while also keeping access to your other favorite streaming apps - all without switching inputs or swapping remotes. You can even use voice control to change the channel or find programming.

The DIRECTV via Internet advantage extends well beyond the borders of Golden Oak:

- No need to wait. Once registered, your access to DIRECTV via Internet begins immediately with the DIRECTV app, available on most smartphones, Smart TVs, and streaming devices.
- Stop paying for video services in two locations. Your DIRECTV equipment can be shipped directly to another home. When coming back to Golden Oak, just bring the streaming device and remote with you - one service, one bill!

- Stay local wherever you go. Three (3) complimentary address changes per year on your service ensures you have access to local programming wherever you call home.

- On the move or between moves. DIRECTV via Internet goes with you anywhere in the United States. All you need is a broadband internet connection and a TV with an HDMI connection.

Summit Broadband will assist those interested in signing up for the DIRECTV via Internet service, including the installation of hardware on your TV. This service is an add-on, and your subscription will be with DIRECTV, not Summit Broadband.

Summit Broadband Hardware Upgrades

To help ensure the best possible Internet and TV experience, Summit Broadband will replace the Optical Network Terminals (ONTs) in every home, which will support future internet speeds of up to 8 Gigabits. All homes will be automatically upgraded to the 1 Gigabit speed tier by February 1, 2025, after which charges will be waived for those who were already paying for the 1 Gigabit upgrade under the prior service.

It is important to schedule an appointment with a Summit Broadband technician to complete the ONT and router upgrade. At this time, the technician will collect your existing TV boxes and any other outdated hardware. While the DIRECTV via Internet product is designed to be self-installed into your TV's HDMI port, the technician can also assist with set up, if needed. Please note that if you utilize a home automation or AV company to support your home, it is very important that they also be at this installation appointment to ensure that there is no disruption with any of your home systems.

Town Halls & Next Steps

We look forward to sharing more details regarding our future services with you at one of our town halls, which will be scheduled for January 10 and 11, 2025, with more details to come. Afterward, we will have dedicated support representatives on-site at Golden Oak to assist you with scheduling your hardware replacement, as well as to answer any questions you may have regarding your account and billing. We will share specific dates, times, and meeting locations for these representatives as they are finalized.

Thank you,

Summit Broadband

Frequently Asked Questions

Q: How do I return my Summit Broadband set top boxes?
A: There are three options for returning your Summit Broadband TV set top boxes:

1. Choose to have your DIRECTV via Internet service installed simultaneously with your Summit Broadband Internet upgrade and the technician will remove your Summit Broadband set top boxes at that time.

2. You can visit www.summitbb.com/returns, submit your equipment return request, and Summit Broadband will email you a QR code that you can take to any FedEx location for drop off at no charge. You do not need to package the set top boxes.

3. You can return the Summit Broadband set top boxes to our representatives who will be available in the Clubhouse during the month of January.

Q: Does DIRECTV via Internet require any equipment?
A: DIRECTV via Internet requires at least one Gemini Air device. This is a small dongle device that will attach to your TV and works like a set top box. It comes with a voice enabled, backlit remote control that allows you to have a traditional TV watching experience and access content from your favorite streaming apps. Additional Gemini Air devices can be rented for additional TVs, or the DIRECTV app can be downloaded to any Smart TV or existing streaming device.



Q: Does the DIRECTV via Internet service come with a DVR?
A: Yes! All DIRECTV via Internet accounts include unlimited Cloud DVR recording. With Cloud DVR, your shows are saved on servers at DIRECTV and are available to watch on any of your devices whether you are at home or on the go. All you need is an internet connection.

Q: Does DIRECTV via Internet come with an app?
A: Yes! The DIRECTV app allows you to watch live TV, view your recorded shows and access a library of 60,000+ On demand shows and movies. The app is available on Apple and Android mobile devices along with Roku, Amazon Fire TV, Apple TV and Android Smart TV's.

GET IT ON Google Play

Download on the App Store

Q: How much does DIRECTV via Internet cost?

A: DIRECTV has several packages available along with equipment options. Prices will depend on the package you choose along with how many Gemini devices you desire. DIRECTV regularly runs promotions and below are the currently available prices for each of their four programming packages.

ENTERTAINMENT

See all 90+ channels

$74.99/mo

for 24 months + taxes & fees **($89.99/mo. w/ req'd 15/mo. ARS fee)** w/24-mo. agmt. See details

Select ENTERTAINMENT

What you get

- ✓ Local channels included, where available
- ✓ Gemini device included
- ✓ Special offer on premium networks

Compare packages

Save $10 per month for 24 mos.!

CHOICE™

See all 125+ channels

~~$89.99/mo.~~

$79.99/mo

for 24 months + taxes & fees **($104.98/mo. w/ req'd $15/mo. ARS fee & Regional Sports Fee of $9.99/mo.)** w/24-mo. agmt. See details

Select CHOICE

What you get

Featured Channels in **ENTERTAINMENT**

+

- ✓ Specialty sports including: ACC Network, Big Ten Network, MLB Network, NBA TV, SEC Network & more.
- ✓ Regional Sports Networks for watching your local teams

Compare packages

Save $10 per month for 24 mos.!

ULTIMATE

See all 160+ channels

~~$119.99/mo.~~

$109.99/mo

for 24 months + taxes & fees **($134.98/mo. w/ req'd $15/mo. ARS fee & Regional Sports Fee of $9.99/mo.)** w/24-mo. agmt. See details

Select ULTIMATE

What you get

Everything in **CHOICE™**

+

- ✓ More sports & movies including: CBS Sports Network, Discovery Family, FX Movie Channel, NHL Network, STARZ Encore & more

Compare packages

Save $10 per month for 24 mos.!

PREMIER™

See all 185+ channels

~~$164.99/mo.~~

$154.99/mo

for 24 months + taxes & fees **($179.98/mo. w/ req'd $15/mo. ARS fee & Regional Sports Fee of $9.99/mo.)** w/24-mo. agmt. See details

Select PREMIER

What you get

Everything in **ULTIMATE**

+

- ✓ THE top-rated premium networks including: Max[1], Paramount+ with SHOWTIME, STARZ®, and Cinemax®

Compare packages

New approved residential customers, price incl. TV pkg & equip. fees for first TV. Add'l fees may apply to non-qualified customers. Equipment lease req'd. Early agmt termination fee applies ($20/mo.) & add'l fee(s) may apply if equip. not returned. Credit card req'd. Restr's apply. One-time $19.95 activation fee may apply. See details



DIRECTV

Q: What channels are included in the DIRECTV via Internet service?

A: DIRECTV has four different channel packages available. Click here for the full channel lineup by package.

Compare package features	ENTERTAINMENT	CHOICE™	ULTIMATE	PREMIER™
Channel count	90+	125+	160+	185+
Popular channels	**All the top viewed channels including:** • Fox News Channel • Univision • MSNBC • HGTV • Hallmark Channel	**Featured channels in ENTERTAINMENT plus:** • UniMás • Grit • Game Show Network • Travel Channel • Bounce TV • Nick Jr. • Weather Channel • Cooking Channel	**Featured channels in CHOICE™ plus:** • STARZ Encore® channels • LMN • Magnolia Network • Nat Geo Wild • Smithsonian Channel • FYI • FX Movie Channel	**Featured channels in ULTIMATE plus:** • Max (includes HBO channels) • Paramount+ with SHOWTIME channels • STARZ channels • Cinemax channels
Popular sports channels	• ESPN • ESPN 2 • FOX Sports 1 • MotorTrend	• MLB Network • Golf Channel • NBA TV • Big Ten Network	• NHL Network • CBS Sports Network • FOX Sports 2 • TUDN	• Includes featured sports networks from lower packages
At a glance	The essentials for national sports, news, and entertainment	The essentials, plus regional sports, MLB, NBA, college sports networks, and more	A full range of regional and national sports, news, entertainment, perfect for the whole family	The most for TV lovers, popular premium networks included, plus regional and national sports
Local channels included	✓	✓	✓	✓
Regional Sport Networks (availability of RSNs varies by ZIP code and package)	—	✓	✓	✓
Top premium networks (Max, Paramount+ with SHOWTIME, MGM+, STARZ and Cinemax)	Available as add-ons	Available as add-ons	Includes STARZ Encore others available as add-ons	Includes CINEMAX, max, Paramount+ with SHOWTIME, STARZ
Watch on the go with the DIRECTV App	✓	✓	✓	✓

Q: Do I need to have a technician install my DIRECTV Gemini devices?

A: No. In fact, the DIRECTV Gemini devices are designed to be self-installed so you can start streaming ASAP. Whether they are shipped to your Golden Oak residence or another residence, you are welcome to install them yourself. For installation instructions and to watch a "how to" video, please click **here**.

Q. How do I order DIRECTV via Internet Service?

A: You can order your DIRECTV via Internet service by clicking **here**.
If assistance is needed, please call **833.939.7707**.

As you order your service, you can choose the best location to ship your DIRECTV equipment.

If you are in residence or have someone with access to your Golden Oak home, you may choose to ship your DIRECTV equipment directly to your Golden Oak address.

If you are not in residence and do not have someone to collect your DIRECTV equipment, you can have it shipped to your current location anywhere in the United States. DIRECTV cannot ship equipment outside of the country.

Once you or your representative and your DIRECTV equipment are at your Golden Oak residence, contact Summit Broadband at 855.615.9799 to schedule your ONT and Wi-Fi router upgrade.

Designed for self-installation, DIRECTV via Internet provides easy to follow instructions and online tutorials. For residents requesting assistance, Summit Broadband's fully trained technicians will complete your DIRECTV via Internet installation when they upgrade your ONT and Wi-Fi router.

If you are timing your return to Golden Oak with your Summit Broadband / DIRECTV via Internet installation, please allow five (5) business days between the day of your DIRECTV enrollment and your Summit Broadband installation appointment to ensure the delivery of DIRECTV equipment.

Q: How long will the Summit Broadband TV service continue to be available?
A: Summit Broadband will continue to deliver TV service to Golden Oak until April 1, 2025.

Q: What should I do if I am not going to be at my Golden Oak home prior to April 1?
A: You have three options:

- Wait until your return to Golden Oak to order your DIRECTV via Internet service (https://summit-broadband.com/residential/tv/directv/order/) and schedule your Summit Broadband appointment. Please call 855.615.9799 to complete your ONT and Wi-Fi router up-grade and install your DIRECTV device(s).

- If you have a friend, family member or Home Watch service who can act on your behalf to complete your DIRECTV via Internet order (https://summit-broadband.com/residential/tv/directv/order/) you can have your DIRECTV devices shipped to your Golden Oak home. After you set your Summit Broadband appointment by calling 855.615.9799, your representative can oversee any upgrades and installations ensuring your internet and TV services are ready upon your return.

- Order DIRECTV (https://summit-broadband.com/residential/tv/directv/order/) and have your DIRECTV devices shipped to your current location. This allows you to enjoy the benefits of DIRECTV immediately. Upon your return to Golden Oak, please contact Summit Broadband at 855.615.9799 to upgrade your ONT. Wi-Fi router and install your DIRECTV device(s).

Q: Can I keep my current Summit Broadband TV service?

A: Unfortunately, no. The current TV platform deployed at Golden Oak is antiquated and is no longer being deployed by Summit Broadband. As it is in the process of being replaced with new solutions, Summit Broadband will need to remove all equipment and will discontinue the service starting April 1, 2025.

Q: Is Summit no longer offering TV Service?

A: Summit continues to offer bulk TV service on a new internet-based platform. However, as a retail, non-bulk product it is more expensive than alternatives and does not offer ABC in Orlando, or the flexibility of being able to watch local programming in cities throughout the United States. For that reason, Summit Broadband has recommended DIRECTV via Internet for Golden Oak. It is more affordable, offers all Orlando local channels, including ABC, and allows residents the opportunity for a full viewing experience in other homes they may have throughout the Unites States.

Q: What do I need to do if I want to keep my home phone service with Summit?

A: You can keep your current number and service exactly how it is today. You simply will need to notify Summit Broadband of your desire to keep your service. Starting in February, Summit Broadband will bill you directly for the package you desire. Most people choose Summit Broadband's unlimited U.S. calling plan for $29.99 per month. You can notify Summit Broadband at the in-person events in January.

Q: If I have my own router and Wi-Fi access points do I still need to upgrade to the new Summit Broadband equipment?

A: All residents, regardless of what router is being used in the home, will need the new ONT from Summit Broadband to take advantage of the higher bandwidth solutions. However, while the new Summit Wi-Fi 6E router provides enhanced troubleshooting capabilities to Summit Broadband technicians, you may continue to utilize your own router and Wi-Fi equipment. If you have a Smart Home advisor or contractor, we do recommend that they be present when the Summit Broadband technician upgrades your ONT.

Q: What are the benefits of the Plume Home Pass App with my Summit Broadband Wi-Fi 6E router?

A: The Summit Broadband Wi-Fi 6E router includes Plume software. This advanced software uses AI to automatically detect all devices and interference in the home to seek out the best frequency to optimize Wi-Fi performance. To manage the overall experience, all Summit Broadband customers can download the Plume Home Pass app from the Google Play or Apple App stores on their mobile device. This app allows you to:



- Conduct a speed test on your internet connection
- See what devices are connected in your home
- Protect against online threats
- Prioritize specific devices or applications
- Activate parental controls to limit usage for certain devices
- Turn on motion-detection capabilities using your Wi-Fi signals