

Transcript

September 9, 2025, 9:55PM



Andrew Bermender 0:30

This is going to work a lot better.

The sales office.

Can everybody hear us online?

OK.

OK.

Right here. I'd like to check.

What's your guys doing?

Stephanie, can you hear us?

OK, great. You can unmute if you need to speak or anything. I see you're on camera as well.

You can't speak.



Williams, Trevon 2:06

There you go. I think you just gave me.



Andrew Bermender 2:12

And Karan, I also uh unmuted and and louder camera so.



Williams, Trevon 2:17

OK, perfect. Thank you. That's what I was calling about. Thanks.



Andrew Bermender 2:21

Is there is there anybody else besides you and Stephanie that needs to be able to present?



Williams, Trevon 2:29

No.

I'm actually gonna add my.

Oh, so let's see.

We have my my set up. Uh, my camera's not available.

 **Godbee, Stephanie** 2:58

OK, now I can speak. OK, I was like my mic. I can't talk 'cause the mic doesn't let me.
Can you hear me?

 **Andrew Bermender** 3:04

We can.

 **Godbee, Stephanie** 3:05

OK, good, good, good.

 **Andrew Bermender** 3:15

6-7 of us technically in the room now, so we have, uh, looks like another uh.
13 online, including yourself. So eleven others and we have a few more rolling in as
we speak. How many do you need? What do we need? As many people as you want.
Hey, I'll take it.
Yeah, this worked a lot better 'cause I did this and then for my audio from my
computer I said just select the room and it picked this up.
Better option this time.

 **Williams, Trevon** 3:55

See. All right, you.

 **Andrew Bermender** 3:59

Correct.

 **Williams, Trevon** 3:59

OK.

 **Andrew Bermender** 4:01

Yeah, they're the only ones that can speak and use their camera because I allowed it.
OK.

 **Williams, Trevon** 4:07

Can you all hear me OK?



Andrew Bermender 4:10

Yeah.



Williams, Trevon 4:11

OK, perfect.



Andrew Bermender 4:12

May want to gesture the Internet.

OK.



Williams, Trevon 4:16

Say that one more time.



Andrew Bermender 4:19

Looking at your neck here, let me see if I can bring you up on the.



Williams, Trevon 4:21

Look, Emma, you may have to move it up and down a little bit. Yeah, I.



Andrew Bermender 4:28

Since everybody's remote, I'm gonna move the speaker over closer to me so you can hear me and we can even have people walk up and talk.



Williams, Trevon 4:35

OK.

OK, perfect.

You still see my neck?

I lost them there.

All right, let me get my.



Andrew Bermender 4:57

Yeah, I think.

WT Williams, Trevon 5:03

All right. I can't hear you again.

 **Andrew Bermender** 5:06

Yeah, no, yeah, no. It's because I guess you're on your phone and the profile. It's like a box. I can see you on my computer, but not on the screen, Bob, so.

WT Williams, Trevon 5:12

OK.

OK, let me see.

That's probably not any better, huh? OK.

 **Andrew Bermender** 5:19

Yeah, I think it's just if you turned your phone sideways, it might work. There you go. Now we can see.

WT Williams, Trevon 5:25

Yeah, I tried that, but it.

Now you can. OK, perfect.

 **Andrew Bermender** 5:28

It's smaller, but we can see you.

WT Williams, Trevon 5:31

Alright.

 **Andrew Bermender** 5:34

It's built meant for desktop.

Yeah.

WT Williams, Trevon 5:47

All right, every. I don't know if it's me, but every now and then I'm I'm getting a little bit of lag. Stephanie, you seeing the same thing or no? Is that just me?



Andrew Bermender 5:56

There may just be. It's the way our current Internet connection. This is why we're looking to get Frontier in here.



Godbee, Stephanie 6:02

Yes.



Williams, Trevon 6:03

Oh, in a few weeks you won't have this problem.



Godbee, Stephanie 6:06

Exactly.



Andrew Bermender 6:08

That that is, that is the great hope.



Godbee, Stephanie 6:10

It.



Williams, Trevon 6:11

Oh, it is.

OK.



Andrew Bermender 6:16

I think it's the upstream here, it's not the downstream.



Williams, Trevon 6:20

Yeah, yeah, exactly.



Godbee, Stephanie 6:22

Right.



Williams, Trevon 6:24

You definitely won't have that problem with with our service.



Andrew Bermender 6:28

Yes.

All right. Well, we'll give it maybe three more minutes and then we'll kick it off. I don't know if you need the entire hour or so, but I do want to be respectful of everyone's time here. I know there's a few board Members that cannot be here.



Williams, Trevon 6:33

Yeah.

Yeah.



Andrew Bermender 6:45

Tonight so.



Williams, Trevon 6:48

OK. Yeah, generally it's going to be driven by the the Q&A, how many questions we really have come through. But I think Stephanie, correct me if I'm wrong, but you typically when we're virtual, it goes a lot.



Andrew Bermender 7:01

I think.



Williams, Trevon 7:05

Quicker. Um.



Andrew Bermender 7:07

OK.



Williams, Trevon 7:08

Just cause I don't know something about when we're in a room it gets folks get more inquisitive or something.



Godbee, Stephanie 7:14

Yes, indeed. Yes, indeed it is.

 **Williams, Trevon** 7:15

Yeah.

OK, let me see.

 **Andrew Bermender** 7:23

And for for those people that are online, I I do have everyone's mics turned off other than the presenters, just to keep the the back chatter kind of down to a middle. You may use the chat window and I will be moderating that as well during the process for any questions.

So please, and if you have to ask a question verbally, just let me know I can.

Put you on and take you off individually.

All right.

Give it one more minute and then we'll get kicked off.

 **Williams, Trevon** 8:01

All right.

 **Andrew Bermender** 8:06

You doing good here? Anybody want coffee or anything? I can make coffee.

Yeah.

 **Williams, Trevon** 8:15

Mhm.

 **Andrew Bermender** 8:38

All right, I'm gonna kick it off then says the comment section is turned off.

The the chat chat window is open.

 **Williams, Trevon** 8:59

It does show for me that the chat is turned off for this meeting.

 **Andrew Bermender** 9:07

I had turned it on, but OK.

Let me go ahead and.
Check the settings one last time.

 **Williams, Trevon** 9:17

Yes.
I

 **Andrew Bermender** 9:28

He did get turned off, all right.
All right, chat chat room should now be open.

 **Williams, Trevon** 9:35

OK.
Ye, there it goes.

 **Andrew Bermender** 9:42

All right, excellent.
I can right here. That's better. OK, perfect. All right. I'm going to introduce everyone here on the on the phone and from Frontier. But as you all know, we are moving as an HOA to community wide Internet via Frontier.

 **Williams, Trevon** 9:51

Error.

 **Andrew Bermender** 10:06

Essentially this will be happening probably the end of this month, the end of October, it'll start. It's gonna obviously be a process to get things over. If you see people walking around in the next, like the end of this week, in the next couple weeks, they're doing the site surveying.
Ensuring that all the lines at people's houses are in good working order so we can turn up the services and then that's all given the thumbs up.
We'll be going ahead with that server. So on the line here we have Trevon Williams and Stephanie. I'm going to say Godby, is that how you say it? OK.

GS **Godbee, Stephanie** 10:39

Yes, correct. God be. Yes, Sir.

 **Andrew Bermender** 10:43

All right. And they're both with Frontier and they're here to kind of give you a rundown on what are the things you should be looking to do to cut over to this service because there's is a cut over whether you're an existing Frontier customer or not.

And then any questions and answers that you may have regarding the service. So just so as a quick recap, it's a Gigabit. Everyone gets the Arrow 2 devices for their home for the Mesh Wireless.

As part of this, although you can use your existing equipment, we've already had that conversation before. And then obviously anything above and beyond that, whether that's a phone service, a TV service or you want even faster Internet than a gig speed. Good luck with that. You would be on the hook to pay the difference. OK, but without further ado, Tron, I'm going to hand it over to you to introduce further introductions on your end and we'll go from there.

WT **Williams, Trevon** 11:43

All right. My name is Trevon Williams and I have been in the telecom space for about two decades now, and I used to work for another company in the student housing sector and a few years ago.

Transitioned over to Frontier and I've definitely loved the experience. I'm considered a bulk deployment manager and I'm part of the customer success team. Stephanie Godby. She is my teammate and a seasoned veteran in the.

Space, I think it was the almost 30 years, Stephanie. So she's she knows all the ropes and if I can't figure something out, I can always go with go to her and she's able to give me the guidance on on how to get it accomplished.

GS **Godbee, Stephanie** 12:25

Yes, 29 years. Yes, Sir.

WT **Williams, Trevon** 12:40

So we have the wonderful opportunity of tag teaming and launching this property

and bringing. We know you all already have Frontier service available, but now being able to deploy it across the entire community.

Wanna pause for a moment. Steph, did you anything that you wanted to share before we dive in for the evening?

GS **Godbee, Stephanie** 13:03

No, you did wonderful with the introductions there, but just want to let everyone know that yes, we are a team here. So when Shavon is out or the board needs something to own a property level at the board or.

The anyone on the property level side has any questions or concerns or items that need to be addressed. They would first reach out to Trevon and if he's not there then they could reach out to me. As a resident, we have a specialized e-mail address that if you do not get satisfactory service with our bulk HOA customer service center, which we cannot.

That you wouldn't, but if for some reason you still needed some additional escalations or something expedited, we have an e-mail address that we will provide to everyone that you could send an e-mail in and not only Trevon and myself, but our Florida, whole Florida team.

Monitors that e-mail address and we will get back to you. So there's always a way to reach us directly, your local hands on team. Even if when you call the bulk center and receive service from a Rep, if you don't get satisfactory treatment there, you can still have a means and way to get to Trevon and myself.

WT **Williams, Trevon** 14:14

OK. All right. Thank you for sharing that. So we like to host these what we call town hall sessions. We know that when we're for any community, when you're going through change, especially when technology is involved, often you get a lot of questions, there might be a lot of concern.

And so we like to host these town halls so that those within the community can have an opportunity to ask questions, get an overview and clarity on what does the process look like? What?

What should you expect along the way? What's your responsibility throughout the process? So tonight what we're going to do is something that's been super helpful for other communities that we've done this at. We have a FAQ document that we'll go through and I'll just either Stephanie or I are.

Read through the question and provide the details there too. And all these questions are general questions that most Residents will have when they're navigating this process of transitioning to.

Bulk service at a community. Typically by the end of the Q&A, most of the questions that folks would have are addressed at that point. However, if there are additional questions, we can definitely take some time to cover those at the end.

So with that being said, just to reiterate what Andrew said in terms of what's included in your service package, that's going to be a one gig data and that is what we call symmetrical, meaning that it's one gig up as.

As well as one gig down. So your typical cable provider, they might give you a really great speed down, right? Your ability to pull download or pull information from the Internet. But if you're pushing information out to the Internet, for example, you're uploading a.

File to the cloud or you're doing a meeting like this right where there's this two way video stream. The upload is what determines the quality of video that the person on the receiving end is able to capture.

And so when you have one gig up, one gig down, that makes for essentially flawless network performance, especially when you're you're talking about doing that over the fibre optic network. So it includes 1 gig.

Of service and two Pro 7 Eros, and those are the new newer Eros. The 7 series Ero is just a brand of router. If you're familiar, it's through Amazon, that's their brand.

But two Pro 7 routers, which I believe each router covers approximately 1500 square feet or maybe more. So having two of those if you need them in your in your home should be.

More than enough to cover your square footage, OK.



Andrew Bermender 17:43

Yeah, yeah. There's no home in here that's above 2500 square feet, so.



Williams, Trevon 17:49

OK, yes. So that that should be, uh, plenty. Um.

All right. So who do I call when I'm ready to place my order? OK. And actually let me pause there and and kind of hit our timeline, right. So right now we are in our early, our site readiness phase.

And so we have, as Andrew mentioned, we have a team that's coming on site to do

some work, some underground work to get the fiber prepared for when a technician is dispatched later on.

To complete the installation. Once that work is completed, we'll have agreed upon date to launch the property. We use that term and that just means a definitive date that Residents can begin.

Calling into Frontier to order service. So we'll work with Andrew and Alex with your board to determine that date. Again, we expect it to be by the end of the month. So we'll get that date determined and then once that date reaches.

You all will receive a flyer with the bulk customer center number on it. Now we don't give it that number before that time because as much as we tell folks not to.

We always have that one or two or three people that decide to call the bulk center, say, hey, I heard you guys have Frontier Internet in my community. And then the bulk center says, well, what's your community? And you say, well, we can't find you.

And then you go the, well, not you, but the resident goes and they get upset and they call Andrew or Alex and says, hey, Frontier said we don't have service with them. What's going on, right? That that's Stephanie testified. That's how it goes, right. And what happens there is.

Our bulk center has a specific date within their system that we provide to them that says, hey, on this date we flip the switch and orders can begin to come in for the specific community until that date is reached.

The property doesn't show up as one that's available for bulk service from the perspective of that team. So again, that's why we hold that number handy and we issue it to the property and they distribute on the day.

Really the morning of activation again, just so that we can minimize any confusion about is service available or not. OK, so you would call the bulk customer success, excuse me, the bulk.

Call center and you place your order with them. That process is very straightforward. It should take less than 10 minutes. You're giving them your phone number, your name, your e-mail, and.

You may be required to provide your Social Security number or the last four digits of your Social Security number, and that's for identity verification purposes. And then once you hang up with the agent.

If this is your first time calling in, you haven't had Frontier service. During that call, you'll establish a installation date and they will schedule that for a tech dispatch.

You'll get a text notification that will confirm that dispatch.

Now if you're an existing frontier customer, then the process is even easier because they will make the billing change, right? So they're doing it in our system. They're changing your account over from a retail service over to the bulk service, so your billing.

For your retail service stops that very moment and then your service continues to work. If the equipment you have already doesn't align with what's within the bulk contract, then you will have a tech dispatch where a technician will come out and install the equipment.

And that again matches what is included in the bulk agreement.

So I pause there. That's that's really from now until you have service active in the in your unit. That's the the timeline or the sequence of events that will need to occur. So yes, absolutely.

 **Godbee, Stephanie** 22:39

Chivonne, if I may.

One thing that wanted to make sure I stress and it's very clear, everyone needs to call in in order to convert to the bulk platform. So whether you've never had Frontier before or you're currently with another provider or you do have Frontier service today.

Everyone needs to call in to convert to the bulk service if you're choosing to do that. OK, if someone says, hey, I'm with Comcast today, I'm with Xfinity today. I love Xfinity. I don't want to do this bulk thing. Y'all can go somewhere else. Then no, you don't have to call in because you're not converting. That's the only reason and the only instance when someone.

Does not have to call in everyone else. If you are wanting to convert to the bulk service, you must call in whether you're a frontieing customer today or not. OK, another thing I wanted to mention for those who are with another provider today and if you have a landline with that provider today.

 **Williams, Trevon** 23:32

Mhm.

 23:38
Uh.

GS **Godbee, Stephanie** 23:41

And you want to keep that home phone number. A landline is the home phone. If you have a phone number with Xfinity or whomever today and you would like to keep that number, please make that known when you call in to Frontier. We're not going to know that you have a landline phone today, so please let the representative know that you want to.

WT **Williams, Trevon** 23:56

Mhm.

GS **Godbee, Stephanie** 24:00

Keep your number. They're going to ask you for that, whatever that number is, and then they're going to ask you for your account number with Xfinity or whomever. That makes the porting process a lot easier if you can provide your account number to the representative at that time. So keep that in mind for those that are not current Frontier customers.

WT **Williams, Trevon** 24:10

Right.

 **Andrew Bermender** 24:18

So Stephanie and Trevon, a question about all that. So two questions actually. One, you mentioned Trevon about the equipment. When you say the equipment, you're talking about the box typically in said garage or right outside the garage unit itself.

WT **Williams, Trevon** 24:21

Yes.

Correct it.

 **Andrew Bermender** 24:33

Or are you talking about the in home?

WT **Williams, Trevon** 24:36

Well, both. Really both. So you have an Eero. You have the ONT optical network

terminal, which simply receives the fiber optic signal and then converts it into the data signal that's used inside the home.

So they'll check to make sure because depending on if someone has existing service, say they're on a older, much older data plan and the equipment isn't compatible with the two with the one gig that's included.

So in that scenario, a tech would need to come out to upgrade the ONT so that it could support that one gig or higher. The same with the Eero. Maybe the individual has a an older 6 series Eero well within your.

Bulk agreement is you're provided with up to two Pro 7 Eros, so we would want to get that Pro 7 in your home so that you're able to get the level of performance that's included within your bulk agreement.



Andrew Bermender 25:48

So let me so further that with another question everyone in the room. I I work in IT. I've worked in IT for 30 years. So I'm kind of used to these sorts of cut overs and transitions. My next question, I have a gig plan today. I'm with Frontier. I love it.



Williams, Trevon 25:50

It.

Cool.



Andrew Bermender 26:04

No problem. I'm just simply switching over. I don't need the Eros, don't want the Eros, or you can give them to me and I might sit in my closet in case I need them for a future date. Is that doable? In other words, if I'm already getting the gig service, we know the ONT is.



Williams, Trevon 26:15

Mhm.



Andrew Bermender 26:21

What we call, you know, ready, yeah, compatible because it's already supplying the gig service and Simply put, at that point it's just literally flipping over the billing. There's no issues with that, correct?

 **Williams, Trevon** 26:21
Compatible, right?

 **Godbee, Stephanie** 26:23
Pap.

 **Williams, Trevon** 26:28
Right.
Correct. Yes, you can use your own router in your unit. So if you don't want the if you don't want the Eros, you can let the agent know that over the phone and then just connect up your own router once the technician.

 **Andrew Bermender** 26:50
OK.

 **Williams, Trevon** 26:54
And gets the ONT installed.

 **Andrew Bermender** 26:57
OK, excellent. The the the second question was you mentioned about the phone and porting over the line. Can we give residents here what the upcharge services are for a I want phone service?
B, maybe I want a television service, although most people now do streaming, so that seems like a less likely scenario. Or C gig isn't enough, right? I want a 2 gig, I want a 7 gig, whatever, right? What what those look like is at on because that will still be the responsibility of.

 **Williams, Trevon** 27:25
Right.
Right.

 **Andrew Bermender** 27:33
Residents and the homeowners. Well, and that's going to be an interesting thing because if you're a renter, this is going through the homeownership. So it's going to

go to the homeowner. Therefore, guess what? That probably gets trickled down into what we call the rent, so.

Just just be know if it's something that you're requesting beyond, you know the what's being included here, there could be some pattern there, OK, so.

 **Williams, Trevon** 28:01

Yes, we'll have, we'll have a pricing sheet that includes all our our value, we'll call our vast value added services and it'll include the price for each item. Unfortunately, I'm sorry I didn't.

 **Andrew Bermender** 28:12

Yeah.

 **Williams, Trevon** 28:18

Have it preset for the meeting, but we'll have that available for when, yeah.

 **Godbee, Stephanie** 28:23

I'll try to pull it up. Yeah, I'll try to pull it up, Javon. And if I do, if I can get it, then I'll I'll share it with everyone.

 **Williams, Trevon** 28:27

Yes.

Yes.

 **Andrew Bermender** 28:30

And just as a selfish request, I would ask for those both this FAQ document as well as those pricing sheets so we can put it on our own website and Facebook group to make it available to our our community and residents.

 **Williams, Trevon** 28:44

Yes, yes, absolutely. Yeah. We'll have all that. We'll have a, if you will, a batch of collateral that we'll send, you know, digital collateral that we'll send over to you so that you'll have to share with the community.



Andrew Bermender 28:58

Perfect.



Williams, Trevon 28:59

OK, uh.



Andrew Bermender 29:00

FYI I did.



Williams, Trevon 29:04

But that dropped off. Say it one more time.



Andrew Bermender 29:05

Oh, I said FYI, because there were a lot of people that could not join tonight, we are recording this session. Since this is not board specific material, we were allowed to record it the town hall with a outside then. So we will be able to post this online and provide it to people for those who couldn't attend.



Williams, Trevon 29:15

OK.

OK, I understand.



Andrew Bermender 29:25

Plus we're gonna have an additional session as well, which we will not record.



Williams, Trevon 29:29

OK.

OK. All right. Perfect. All right. So let me go through these questions here. Who can I call when I'm ready to place my order? We address that. The Social Security number is again for identity protection.

BTN, so billing telephone number, that's something that you all will hear about once you place your order. BTN is is really a.

An account number. So it's our internal phrase for account number. Once you call in to set up your service and then for those who already have service, they already have

a BTN. This is the number that you would provide to the agent after you.

You have your account created. Say you call in and you want to upgrade to two gig.

You provide them your BTN and that's part of the account validation process.

Now in addition to the BTN, there is a PIN number and.

And again, we know that.

Just the security threats and and just, you know, scammers are out there trying to get your money every, every moment, right. And so we do have a PIN code that we use for account verification. Now something that's very important to note here is.

You all as a community, when you sign up for your bulk service, you will not receive a bill from Frontier, right? Because if you're getting the just what's included in the bulk service, so you would not expect or have a a monthly bill that you would get and.

Reference every month. However, we encourage you to log in once you do get your account set up to log in at least once and notate what your BTN and your PIN are and have them in a place that you could find them.

Because you will need that information when you call into the bulk center if you need to at some point, and if really when you're moving out, for example, you're still going to need to provide that information. So if not for any other reason, if you don't plan to make any changes to your account.

That's fine, but at some point moving you will need to provide that information to be able to close out your account at this community. So you definitely again want to create your account. That'll be at the myfrontier or frontier.com rather.

And just go in there once, notate that information, save it for a later point in time.

Now you can also, and we recommend this, adding authorized users to your account. You could do up to four people on your account.

The if if, say for example, you're out of the country or something like that, and you need someone else to make a change on your behalf, having someone who's authorized on the account will, you know, make it so that there's another way to. Make changes to your account if you're not able to for for some reason.

OK.

Oh.



Andrew Bermender 33:11

Question, if you already have a Frontier account and they're just switching it over to the bulk, does that BTN and PIN remain the same for that individual or that home?

 **Godbee, Stephanie** 33:22

Yeah.

Yes it does.

 **Andrew Bermender** 33:27

So if you already have Frontier, it sounds to me that you could go in now and get that information and have it ready before the switch.

 **Williams, Trevon** 33:37

That's correct.

And those if you have Frontier now, you'd be getting a bill, either paper copy or you're going online to get it. So it should be pretty easy to access that.

 **Andrew Bermender** 33:41

Thank you.

 **Godbee, Stephanie** 33:52

And you just made mention, you reminded me of a wonderful benefit of going bulk as a community. If you being a retail customer, now you're paying for your Internet service. And of course now when you're going bulk, that Internet service charge goes away if you get what's contracted through the association. So ultimately that bill goes away.

 **Andrew Bermender** 33:52

Correct.

 **Godbee, Stephanie** 34:11

Away from Frontier. If all you have today is Internet service with us, then that bill goes away and the board or the association now receives that bill for the Internet service. And yes, you're paying HOA fees, but theoretically you no longer have to pay for your Internet service every month. It's covered with your by your association.

 **Andrew Bermender** 34:32

And we did not raise the HOA fees as a result. So this is just an added benefit.

WT Williams, Trevon 34:32

Yeah, yeah.

Oh, look at, oh, look at that. You you guys are really winning there. Yes, yes, because the the call saving is is significant. I know, I mean right now I think we have some pretty aggressive promotional opportunities.

GS Godbee, Stephanie 34:39

Yeah, it's a beautiful thing.

WT Williams, Trevon 34:52

That are out there in the market, but still you're you're going to see a considerable savings compared to, you know, retail service if you are existing customer. OK, let me see, let me pause.

GS Godbee, Stephanie 35:05

We have a few questions in the chat, OK.

WT Williams, Trevon 35:08

Yeah, I was gonna say let's look at the chat.

 **Andrew Bermender** 35:09

Yeah.

WT Williams, Trevon 35:11

I see what is the monthly cost difference for one gig Internet only. OK, so non bulk versus bulk. I don't have that off the top of my head.

 **Andrew Bermender** 35:23

I do because I pay it. The the non-promotional rate is 7499. We're paying \$23.00 with the bulk rate.

GS Godbee, Stephanie 35:25

I just.

 **Williams, Trevon** 35:26

'Cause.

Look at that. Talk about savings, right?

 **Godbee, Stephanie** 35:36

Mm-hmm.

 **Williams, Trevon** 35:40

Will you need credit card information on the account?

 **Godbee, Stephanie** 35:45

Not, not unless you order anything outside of the bulk contracted service. So if you're wanting to upgrade your speed or if you want to add Wi-Fi security or what they call that unbreakable Wi-Fi, all that stuff. If yeah, if you want to add anything outside of.

 **Williams, Trevon** 35:46

No.

Plus or whatever, plus I-5, right?

 **Godbee, Stephanie** 36:04

What the association's providing, we will run a soft credit check and they will ask. That's another purpose of the Social Security number. And if you have to make a pay a deposit because of your credit, then yes, they will ask for a credit card at that time. But if not, if you don't order anything outside of the bulk service, they will not ask for that.

 **Williams, Trevon** 36:26

OK, uh, let's see.

 **Andrew Bermender** 36:27

And the next one about our houses wired for Frontier service with Ethernet outlets. You are speaking my language because that's what I have in my house. And the answer will be you are simply switching over your service. If you don't want to use

the arrows of the Wi-Fi, you certainly do not have to.

Remain to use your existing router and Ethernet switches to supplement your Ethernet ports throughout your house.

 **Williams, Trevon** 36:53

Yes.

 **Godbee, Stephanie** 36:54

Thank you for answering that.

 **Williams, Trevon** 36:56

Yes. Uh

 **Andrew Bermender** 36:57

Is there? I'm sorry, what was that? The the reference to me is supposed to wireless. Yes, so most.

Take a pause here. This is a non frontier issue. Most homes in here were wired for phone, cable and Ethernet.

We'll just leave it at this. Some of the contractors didn't do it right. Like our house was wired all for phone, no Ethernet. When I started going through the the little plate on the wall, you'll see there's like flat panel.

 **Williams, Trevon** 37:31

Ouch.

 **Andrew Bermender** 37:38

Usually near where your security system is, wherever it is in your house, might be above your laundry room, closet, or the room itself. I've seen it in a bedroom and a house over here.

Yeah, so it's a different spots and different types of homes here, but.

Here's the deal. All of your phone wires, all of your Ethernet, they're all what we call Cat 5 E capable, Ethernet capable. Great. Whether the user for a phone Jack, all this is the Jack in. They can be replaced. They can be substituted. They does require some thinning out and redoing things.

But you could actually wire up your whole anything that was either a phone Jack or

an Ethernet and be converted to an Ethernet. I don't use a home phone line, so all my jacks in my house became Ethernet jacks.

And with the coax, yeah, right. So the coax is typically, and again, this is getting very technical, but you'll see there's bonded wires between the coax and what looks to be Ethernet, which is probably used for phone in those.

Instances. So it's one coaxial what was supposed to be phone cable and then there are separate lines that were just cat 5E. They were supposed to be the Ethernet. So but again depending on how your house is if you needed help.

I've been running a company I said in IT for 30 years. I know how to do all the stuff. I have all the equipment. You can contract me to do it. I will do it and I will make sure it works and I will give everyone the family discount price here, you know, because I know.

 **Godbee, Stephanie** 39:12

Can't beat that.

 **Andrew Bermender** 39:17

And I know Frontier is not obligated to fix your in-house wiring. That is where they end. So where where it goes into the router, that's kind of where they stop.

Do you have Internet today?

So, so you do have Ethernet, obviously already. Then what they would have to do is. Well, it's going to spectrum, so your coax is right there, your cable modes there, and then you're just plugging into that.

So you're not using a wall Jack is what you're saying?

First things first, inspect your wall jacks. I will ask people. I know people have furniture and other things that block things, but if you can do a survey of your house and your rooms and know where this coax.

Phone and Ethernet and an Ethernet Jack looks very similar to a phone Jack, but it's bigger.

 **Williams, Trevon** 40:22

Mhm. That's right.

 **Andrew Bermender** 40:23

Bojack is called RJ11 or RJ12. RJ45 is the connector for Ethernet weather gigabit, 100 megabit doesn't matter.

 **Williams, Trevon** 40:26

Mm.

Ethernet.

 **Andrew Bermender** 40:33

So that and and when you get, here's the other thing and we talk about the why did we go with the gigabit?

Again, the wiring in most people's houses here is Cat 5E. It's maximum real rating is a Gigabit. You have to go to Cat 6 and above. Nobody's house is wired for Cat 6 today.

So getting a 7 gig plan and thinking you're going to hardwire in and get 7 gigs.

Doesn't make a whole lot of sense. You know, they're just going to rewire your whole house. That's an endeavor.

They offer up to 7 gigs, but you would have to pay the difference between. No, I'm not worried about that. Do they have technical capability? Yeah, 7 gigs. Yeah, you can go up to 7 gigs today, right?

 **Godbee, Stephanie** 41:24

Correct. That's correct.

 41:25

Yes, that's correct.

 **Andrew Bermender** 41:25

I'm I'm.

Yeah. So yeah, you can go all the way up. It's, I think it's 1-2 and seven. I don't know if there's anything in between 2:00 and 7:00, but you can certainly provide that.

 **Williams, Trevon** 41:36

No.

 **Andrew Bermender** 41:55

That's what I'm trying to understand. Yeah, charge because the device that you're

Speaking of, they just plug into the wall and give you Wi-Fi. Well, there is 2 Ethernet jacks on each one, so it's in your room. You can hardwire from that to your computer. OK, so the device has.

Two on each one, correct. So now 11 technically will get used because from that OTN that they're talking about, there's an Ethernet wire that has to plug into that. That's the router, yeah.

It's not just like a big group, so again.

Being that I'm a little special and not typical, right? What they did with me was I actually had an Ethernet Jack wire ran from that OTM box. It went into the same that same panel box is what it should already be there.

What they did there was they found one of the jacks in my house, which I had redone all the jacks already, and they put what we call a coupler. So it's two female ends and a little brick like about that big in there. So it just joined the two wires together without having to take them apart and splice them. But the devices basically are wired to power each individual then.

Right. Yeah, the OTN. Yeah, no, no, no. These, these will be boxes. You ever seen the box on the side of your garages if you're here or on the side of your house in Oakwood?

They're like about this big. They're kind of like they have like they look like they're pitted for ventilation. Those are typically the the OTN boxes. Now I have an empty one on the outside. I actually have mine's actually on the inside of my garage now. They decided because of heat and everything else, just put it inside.

That will be with the service that can discuss with you and that they can do.

But then from there, it depends on how it's wired from that point out into your house. And then once you get in here to that wire in your panel box from there, that's on you. OK, outside of that, that becomes your in your house problem, you know?

We each get our own like network name and password and everything.

So you'll have your own Wi-Fi that'll be individualized. So it's just like you have today. It's in your home. It's for you only. So if you want to even change it to what you have on your current router.



Williams, Trevon 44:21

Yes.



Andrew Bermender 44:34

You could change that on the the errors. It's not a big deal. You can make it the same thing. You don't have to reprogram all your home devices. I get it. You know, that's that's the easy way out.



Williams, Trevon 44:42

That's what our technicians typically do. Andrew is is during the installation. For that very reason we will.



Godbee, Stephanie 44:46

Yeah.



Williams, Trevon 44:52

Configure the new routers to the same Wi-Fi name and password as the existing network. That way the devices just connect seamlessly, right? Because they don't care. The equipment doesn't care.

Who the provider is, it's simply looking for a name and a password that matches and it connects to get online. On that note of the wireless connections, and I did see someone was asking about wireless security, so it's in that same.



Andrew Bermender 45:19

Yeah.



Williams, Trevon 45:28

Vein. So yes, everyone has a a dedicated fiber to their home. OK, so you're not sharing with anybody else in the community. This is your direct connection from. Your home back to the frontier central office or a central distribution facility for us. That means that if Andrew's Internet goes down, that's unless there is a fiber cut or a.



Godbee, Stephanie 45:46

Essential office.



Williams, Trevon 46:03

Some common junction point that's been compromised. If Andrew's goes down, you

don't have to worry about yours going down, right? So it's your dedicated fiber run from your location.

Back to the central office. Now with regards to the the wireless security that is built in, just like you know your routers that you get nowadays.

One thing I do want to note cause I I had a customer that ran into this problem. She was very upset because it impacted her security system and just something unintentional that came up is the newer routers and you all are getting the process. 07 so this would apply. They by default they do not broadcast all of the wireless frequencies. I'm trying to keep this as non-technical as possible and Andrew you helped me out along the way. So there's several frequencies that are used.



Andrew Bermender 47:07

Yeah.



Williams, Trevon 47:13

In the Wi-Fi spectrum, the older frequency is called the 2.4 gigahertz band, and that was the same one that was used for like your old wireless phones at home.

And because that spectrum is very congested now because of all the wireless devices, the newer technology has the five gigahertz and the six gigahertz bands, which are different frequencies.

Consequently, less devices use the 2.4. So by default that is turned off. What does that mean for you all if you have security systems or even sound systems?

That require the 2.4 frequency. You will need to use the Eero app to enable that on your router in order to get your device to connect for the first time. Once it connects for the first time, that's it. It will stay connected.

Connected. But if your device requires that frequency out-of-the-box, if I could put it that way, when that technicians installs the equipment, if any device in your home requires 2.4, it will not see.

The network immediately. There are additional steps that are necessary in order for that to happen. And again, I want to call that out because for example, this lady, her security system used the 2.4 gigahertz and then when the technician left.

And I don't know all the details, but she reached our team and said, hey, my security system is down and I'm being told that it's not compatible with the Frontier network. That wasn't true. That was her what her security system company told her. But that wasn't true. It's just that a setting needed to be changed.

In order for her security system to connect to the newer wireless router, Andrew, do do I? Is there anything you think to clarify that?



Andrew Bermender 49:23

Yeah, yes. So Wi-Fi, yeah, Wi-Fi 6 and even 5 use what we call 3 channel system, use two to five gigahertz channels and one to 2.4 and that was also for backwards compatibility.

They went to Wi-Fi 7 because Wi-Fi 6 and five have been doing the 5 gigahertz now for seven plus years and this technology is not seven years old or older now. When the Wi-Fi 7 came out, they went with that 6 gigahertz.

I think it's 16 gigahertz and 25 gigahertz or 26 and 15. I don't remember the technical on that, but they got rid of that 2.4, but you can turn it on for backwards compatibility or we talked about this before if you're happy with the Wi-Fi in your house now and even if it's Wi-Fi 6.



Williams, Trevon 50:11

Yeah.



Andrew Bermender 50:20

Again, it's a you're still going to get a gig speed on Wi-Fi with Wi-Fi 6. You don't want to use the arrows right away and you want to continue to use it until you have time to sit down and all those sorts of things out. Maybe that's what you did.

You wait, you wait some people and and I I saw some questions kind of popping up and I'm kind of kind of broad stroke it a little bit more if you have a router like it's particularly like spectrum where it's a coaxing.

And then it's the router and modem all in one, and then it's Ethernet jacks out the back of it that go to your computer or whatever.

That's going to get replaced, period, fall out. So you have a choice. You can, and again, what comes in from an OTN is essentially just an Ethernet cable to the public Internet. So you have two choices here. You can just go purely.

The the arrow and use that as your router and it's Wi-Fi and all in one or what I've done. I have a hardwired router and it doesn't do any Wi-Fi. It is a box. I plug it in. Mine actually can do two different.

One's because at one point in time, because I work from home, I had Spectrum as a backup Internet plan, just in case, you know. But after a while I was like, I'm paying

more for a backup plan than I was for the for the primary plan. So it made no sense. I go, I got rid of it.

But the point being is now my access points, that's what are a mesh system. I convert them to access points. All they do is service Wi-Fi in my house. They don't act as a router. They don't do any security, they don't do anything advanced. They simply service the Wi-Fi signal in my house.

Back into that route or into that router and and switches and everything else that I have. So you could go that route. Again, if that's something you were more interested in, talk to me. I can advise you. I won't. I don't. I don't charge for just talking about stuff, but you know, if you want me to help you implement it, that's a different story.

Yeah, do we get static IPS or? So it's still dynamic IP. There are no static IPS with the Internet because it's still considered a residential class. It's not a business class because you get static IPS, you got to pay for them.

 **Williams, Trevon** 52:26

OK.

Correct. Yep.

 **Andrew Bermender** 52:43

So yeah, so that will be. I can tell you that my IP address in 4 1/2 years has changed one time since my initial.

4 1/2 years to stay. My Internet's always like I.

And and I would tell people, if you're going to hook up equipment, I use you. I use battery UPS; you know, yeah. And I don't have to worry about things going out in my house. Like I get like an hour's worth of Internet and by the time a flicker happens, it's back up before my batteries run out.

Can you get more than?

Can you get more than one IP address? I will leave that to Trevon and Stephanie to answer that question. It sounds like someone's looking to get something to do more of a static IP or more more than one IP address. I I don't. I'm not aware of that, but you can certainly answer that.

 **Williams, Trevon** 53:36

Yeah, yeah. I don't think, I think similar to your answer before that because it's it's a residential service that wouldn't qualify for that type of set up.



Andrew Bermender 53:37

8.



Godbee, Stephanie 53:51

Right. Our static IPS are a business product, so that's covered under. You would pay different and substantially more to get business grade Internet, even business grade 1 gig Internet service with static IP. Yes, you pay.



Williams, Trevon 53:55

Yeah.



Godbee, Stephanie 54:07

Much more for that.



Andrew Bermender 54:10

Please.



Godbee, Stephanie 54:12

I'm sorry.



Andrew Bermender 54:15

More than one IP. Can you get more than one IP? No, it's just one IP address that you.



Godbee, Stephanie 54:18

No, not with dynamic IP. No, not with residential grade.



Andrew Bermender 54:22

5.



Williams, Trevon 54:23

Right.



Andrew Bermender 54:23

And I'll be honest, like most people do streaming and things like that today. It would be really hard to.



Godbee, Stephanie 54:24

So.



Andrew Bermender 54:31

Know which IP address publicly speaking, not in in not inside your house. You can have multiple IP addresses in your house for the internal stuff, but outbound, you know 60 / 65,000 ports that are being used on a single IP address.



Williams, Trevon 54:46

Right.



Andrew Bermender 54:49

So I I would start asking the questions like why do you need a second IP address? Yeah, unless you're running servers in your house.



Williams, Trevon 54:56

Right, right. Yeah, that's a.



Andrew Bermender 54:59

Doing things like that.

That would.



Godbee, Stephanie 55:03

Someone asked a question in reference to they have a large Flintstones air box in their closet. I don't think we addressed that one. If that is your O&T and I'm assuming that that's the optical network terminal or the brains of the system because if especially in those.



Williams, Trevon 55:04

So oh.



Andrew Bermender 55:09

Yeah.

Go ahead.



Godbee, Stephanie 55:19

Townhomes. That's probably more than likely that if it's that old, then it will be replaced by our newer version of the optical network terminal, and the technician will take care of all of that when he or she comes to your home to do the installation.



Andrew Bermender 55:38

My question there was, does it say the word Verizon on it? Because I noticed we had that when we moved into our home. And yeah, it was, it was like a record player. I don't know what.



Williams, Trevon 55:39

OK.



Godbee, Stephanie 55:47

Yeah, yes.

It's slimmed down a lot.



Williams, Trevon 55:56

Um.

Oh.

Oh.



Godbee, Stephanie 56:07

We have some that do and some that don't.

So we don't know. It depends on what the technician installs.



Andrew Bermender 56:11

Can that be something?

OK. Is that something they can request in advance then?



Williams, Trevon 56:18

Yeah, I'm not, not to my knowledge.



Godbee, Stephanie 56:18

Uh, no.



Andrew Bermender 56:25

Or wherever they plug it in, you buy yourself one of those UPS units and plug it into that and plug that in. Office Depot is selling them for like 70 bucks right now. They're like a small fact. They're trying it on the floor.



Williams, Trevon 56:30

From Staples or something, yeah.



Godbee, Stephanie 56:31

Exactly.



Williams, Trevon 56:33

Yeah.



Andrew Bermender 56:40

That is the UPS surge protector unit right here. Don't plug your printers into the battery. Now you will the surge on the fusers and the engines will blow out your battery. Don't do it. Just use the surge only on the on the printer and deal without printing the battery and the power.



Godbee, Stephanie 56:44

There you go.



Williams, Trevon 56:47

Yeah.

Hello.

OK.

OK, I see someone asked about wireless printers and cell phones. Some the older

printers typically are only 2.4 gigahertz.

And but some of the newer ones will be compatible with the newer wireless frequencies and then the Rep generally the technician will.

Work with the residents to make sure that devices are reconnecting as they should. If there's a specific device that you have concern about, definitely speak with the technician prior to them leaving and just say, hey, I want to make sure that this specific device is able to get online.

And the technician will assist you with that.

OK. And then about the VP, someone asked about the VPN. Yes, the VPN is still gonna work. It's, yeah, that's not gonna be affected by the change in equipment.



Andrew Bermender 58:08

Yeah, I've seen this one thing about the wireless printer and cell phone.



Williams, Trevon 58:09

OK, uh.



Andrew Bermender 58:15

I don't know how far the technician will support that kind of stuff being that's in non networking based per se, but again reach out, you can reach out to me directly. I can talk through it. I can certainly at least look up what you have and what its capabilities are and let you know.



Williams, Trevon 58:24

Yeah.

Yeah.



Andrew Bermender 58:32

Ahead of time. And then if such there are alternatives such as can you hardwire at least the printer, right? Not not so much the cell phone, but then if not then the cell phone. I have a really old phone that doesn't have.



Williams, Trevon 58:32

Yeah.

Yeah.

Yeah, if if your cell phone is 2.4, that might be a pretty you might have a old flip phone with the antenna that with an antenna that could go up and down.



Andrew Bermender 58:53

That's the compelling reason.

We are going to be getting, we're going to be getting, yeah, the question was about around the pool, yes. So we are going to get fiber here at both the pool houses as well as at the gates to service the that sucker is going to be hardwired thrown through.



Williams, Trevon 59:03

I didn't. I didn't hear that question.



Godbee, Stephanie 59:04

In here.



Andrew Bermender 59:21

Although it is hardwired still today, it's spectrum, but we will be switching that as well. So the gate operation will be coming. Not that you need a gig fiber for a gate operation, but hey, that's what comes, you know as well as the compacker and part of the reason also is.

Cam.

We'll have much more robust, so don't be counting things at the compactor because we will see you even better.

Penny and the others on the board will be keeping an eye on that. Don't look at me.



Williams, Trevon 59:53

OK. All right. We have a few more questions on the Um.



Andrew Bermender 59:53

I'll fix the computers.

Go ahead.



Williams, Trevon 59:59

Items on the Q&A form that I just want to run through, want to make sure we touch

several we've already hit, so I'm not going to cover those, but let's talk about early termination fees. So if someone currently has a promotional bundle with Frontier.



Andrew Bermender 1:00:00

Yes.



Williams, Trevon 1:00:16

And you're looking to cut over, there will not be an early termination fee if you're a current Frontier customer and you're transitioning over to the bulk service if you have a promotional.

With a different provider and you're transitioning over, we do not cover the early termination fee in that scenario, OK, only if it's frontier to frontier.

If you have a home again for a home phone, Stephanie mentioned it earlier, but if you have a phone service that you home phone that you want to port over or transfer over to Frontier from a current provider, you want to make sure that you pull together your account.

Information prior to contacting Frontier to make the transition to bulk because we want to do it all in really in one call if possible. So the Rep will make an attempt to reach your current provider and work that port process.

Now be aware that the porting, if you've never done it before, it does take some time. I I I mean, I know years ago they'd say, oh, it's going to take several hours or you got to wait till the next day. I'm not honestly not sure how quickly that happens nowadays, but understand that if you're getting a number ported.

There may be some downtime between when it's on it's transitioned from your current service provider over to Frontier.



Godbee, Stephanie 1:01:54

Actually, Trevon, it's actually five days. Your due date is extended out five days. Yes, Sir.



Williams, Trevon 1:01:58

Five days.

OK. Thank you for the clarification.



Godbee, Stephanie 1:02:01

So there your phone service won't be down at all. It just takes your due date for when the technician's going to come out will be 5 days, whereas your neighbor can call at the same time and they're going to get a due date one or two days later. Your due date, or when I say due date, I'm sorry, installation date, your installation date will be 5 days later instead of two or three days.

 **Williams, Trevon** 1:02:04

Yeah.

Nice and day.

 **Godbee, Stephanie** 1:02:21

Days later.

 **Williams, Trevon** 1:02:23

OK. Yes, thank you.

Could you please clarify the HOA fee situation for joining the bulk plan versus not joining?

 **Andrew Bermender** 1:02:32

Yeah, Richard, Richard just, yeah, they answered that in the chat. So I'll reiterate it.

The \$23.00 a month is being covered in the existing. So here's what happened. We had an opportunity we were looking at possibly do we.

Give everyone a \$20 a quarter credit, which isn't a lot when you think about it. Or can we provide another service and that \$20 a month, so it's 60 for the correct?

But we were only looking about being able to give a quarterly credit back with \$20.

So we looked at the numbers and when we started doing some of the other savings we've done with other projects, we were able to put it in with the existing thing, not giving back 20 bucks.

But in fact, you guys are saving more on your existing Internet plan. So yeah, so 20 bucks a quarter or \$50.00 a month savings on an Internet plan. I don't know about you. I'll take the \$150.00 over the 20 in each quarter, so.

That's why we decided to do it, because the power is in the numbers, right? We wouldn't get the 23 if we did it for only half the houses. In fact, 46% of the people in here already use Frontier, so already at the halfway mark, so it wouldn't buy us anything.

So this was an attempt to get everyone a reduce a bill #1B keep the price and and give you more services for what we're we're doing as a board and B giving a better service and experience to.

Places like this, right? We're going to have better Internet here at the gates. We can operate more efficiently with that. To your question, Rich, I saw about the VPN. You can absolutely run VPNs on this as well. I do as part of my job. Again, being an ITI have to VPN in the various things at times.

So yes, it works flawlessly.

 **Godbee, Stephanie** 1:04:31
OK.

 **Williams, Trevon** 1:04:34
All right. Um.

Let me see. That is really um.

The meat and potatoes here, I think we've covered. Let me see if there's anything else. No, we hit in the chat. Yeah, I think we've hit all the questions in the chat. If if you posted something, we didn't address it, please.

Repost it again, but those are the questions we have there for our save us from spectrum.

 **Godbee, Stephanie** 1:05:06
I I love Miss Deborah.

 **Williams, Trevon** 1:05:11
Is Deborah we have we yeah, we have our frontier Cape on and.

 **Andrew Bermender** 1:05:11
Yeah, uh, I'm just looking here.

Yeah, so I'm looking at and Rich, you had posted about it is dynamic only. There are no stack IPS of this service about the park if we can put an arrow that has enough strength to reach.

Across the street there, perhaps we can we can look at something to to extend Wi-Fi to the park area. Unfortunately when we looked at there's two factors. A there's no power by the park right there, so we couldn't put equipment there to put.

Fiber there, even if we could put a piece of fiber, there's nothing to power the equipment. So and I don't think we're going to have a big TECO expense on our hands to go drop new new power lines in the park area, so.

So we're going to have to rely on Wi-Fi that comes from the clubhouse here, see that we can get the range to to get go. The good thing is, is we'll have the arrow, so we'll have one. Our closet here is in the gym room. We have this room. We put the second arrow in here.

All logic would tell you that you could probably hit that over there.

Again, it's open air distance. It's a little bit different when you get into square footage versus projected distances when you talk about antennas itself.

What's it?

 **Godbee, Stephanie** 1:06:34

I did add someone asked about if they had additional questions, a way to e-mail us. So I did include that e-mail address that I spoke of earlier. That is the joint mailbox that Trevon and I and our other Florida teammates share. So feel free to e-mail us.

 **Andrew Bermender** 1:06:44

OK.

I'm gonna post that. I'll post that on the Facebook group as well as our website as well. So they can be a good. What was your question? Uh, just those two, plus you want upstairs and one downstairs. Typically, yeah. And you may want to put them. So it it's kind of funny when you get into these new systems.

You can have them too close or too far apart, which sounds kind of silly. Why wouldn't matter? But they are optimized for a certain signal propagation, so when you're setting them up.

The technician, or if you want to try and do it yourself, there should be a way to tell where you plug them in one up. Typically it is upstairs, but it may be either category, categ corner in your house, or it may be somewhere both in the middle, but kind of a skew from each other.

Depends on your walls. It depends on a few other factors. You know, kind of appliances. Well, you got thick.

I will tell you I have a message and I don't have the arrows. I have a Linksys system. I have one in our living room. I have one up in my office, which is one of the bedrooms upstairs and I can I I can be on the Wi-Fi sitting in here.

So now Grant, I'm across the way here on the other side of the fence, but that's still that's through this building, you know, so they're pretty powerful. Now I think mine was rated for like 8000 square feet system because.

I team overkill and everything so.

You know, I'm not going to provide personal Internet for everybody, just FYI, but you know, but I will tell you if they don't suffice in your house, you can always looked up great. You know, there's this is just included.

You know, if you wanna, if you want something more, we're not stopping.

OK.

So the Euros are all the same. When you say same bandwidth, they're all Wi-Fi 7, correct? Homie? Yeah, that's the standard. So there's.

Yeah, there was all kinds of Wi-fi's back in the day, but then they started with the numbering. So it was Wi-Fi 5, then six, then seven is the newest one. I think now they're up to there was like 6 even at one point. So there's all these different like, yeah, there's these.



Williams, Trevon 1:09:09

It was 68, yes.



Andrew Bermender 1:09:13

So there's there's an institute called the I AAA. It's basically a bunch of electrical engineers that develop all the standards across the world for all things technology related. They come up with these standards that are related to, you know, Wi-Fi amongst Ethernet, all those things, right? They're all standardization.



Williams, Trevon 1:09:25

Yeah.



Andrew Bermender 1:09:33

2 devices, it's called a mesh. So they talk to each other and it's a full mesh network is what they call it. So in addition to being a router, meaning they plug the from the hardware from the OTN end to give you that routing capability.

It also provides Wi-Fi from there and then it extends it to the second unit that then meshes your house. That's the word mesh. That's what they mean by like kept covering inspection because it used to be that you would get one router, you could

get an extender and all an extender does was like a repeater.

And it wasn't a true mesh. It was kind of like a hopping thing. This is a true mesh. So it's it's a different type of technology. It started with Wi-Fi 5. It's gone into Wi-Fi 6 and now going to seven, obviously.

 **Williams, Trevon** 1:10:12

Yeah.

Guy's pulling the geek out of Andrew.

 **Andrew Bermender** 1:10:24

Me too.

Hello.

I'm sorry, we have the service with the spectrum and we need to add frontier without. So, so the the question just for everyone on the phone and and in the room. So if you want to keep both, you mean, yeah, if you want to keep your spectrum and continue to pay that and still use the frontier.

The only thing you probably are going to want to do is get, like I said, one of those routers that can do multiple Wan or Internet ports so you can aggregate which is your primary versus your secondary. Some of them let you do it what we call active, active, some of them do active, passive. It depends on.

That's where you guys know what you're talking about technology wise and you're probably going to like a a micro center or one of those kinds of places to find a piece of equipment like that. Amazon potentially, but you have to research that TP Link does make one. I know that.

But yeah, here's what I would say and and here's my recommendations. You're on Frontier already, you can cut up. You're on Spectrum. Here's what I would do. I would cut Spectrum off before you get Frontier up and running like I would make sure and when I.

 **Godbee, Stephanie** 1:11:39

That's right.

 **Williams, Trevon** 1:11:39

Correct.



Andrew Bermender 1:11:40

I don't mean just the service. I mean plug all your stuff into your house. Make sure it's actually working the way you want it. Your security systems, you know, your electric cars, your coffee maker, your refrigerator, whatever the heck you have hooked up to the Internet these days.

Make sure it's all working. Then call Spectrum and say come take your, you know, cancel my servers and they'll say go up to the Grove and drop the equipment off there because that's the closest store.

Tell you that for a fact 'cause I've done it twice.



Williams, Trevon 1:12:10

That's correct, yeah.



Godbee, Stephanie 1:12:11

Mhm.



Andrew Bermender 1:12:13

You don't have to cancel what you if you want to pay for Spectrum, be my guest. Like there are people already chatting what they're paying today. So yeah, they're they're they're considerably more expensive in my opinion for what you get.

Um, if you if you're happy with it and you don't want to use the front.

It's it's not going to change our HOA and it's not like there's another bill. We're not raising the rates. So it's no different than what you're paying for now, right? You're just choosing not to use it. But know that now the situation may be, and this is the only thing.

You have to be very careful of this. If you are a renter, I'm not talking about Homeowners for a second. You aren't a renter and your homeowner is now setting that up and wants to then.

Provide that as a value to your rent.

And you can lower that bill by cutting over. I don't see why you wouldn't #1, but.

Here's what I would say to everyone who is a renter. Caution. Word of caution. Don't let them Jack up the rent on you for the Internet because there's no increase to the homeowner. OK, hear me clearly. There is no scamming going on with renters by our Homeowners that are renting out their homes.

If I hear about this, you will not want to deal with me. I will call cops. I have no problem. I have good friends in the FOP.

Just saying that is gouging. That's hurting people. We're trying to help people here. We're not trying to hurt people. You rent your home and you're getting it for free. You're not up charging your renters. Now if they want a 7 gig plan, fine, you can charge them for the additional.

I have no problem with that. Want a phone line? Fine. Change it for the charger for the additional.

But for the free Internet?

We're doing this to help everyone, not to hurt anyone.

Now, if you don't want to take advantage of it, then fine, I I'm not going to stop anyway. It's free country, but.

That's that's kind of our take on all of this and I think at the end of the day we're trying to improve this. Yes, she said.

I'm sorry, did she say the e-mail address out loud? She said she quit it somewhere.

Did she say it out loud? I can read it out loud, but I was gonna e-mail to people, but sure, the e-mail address is multifamily one word.



Williams, Trevon 1:14:34

Oh.



Godbee, Stephanie 1:14:35

Oh.



Andrew Bermender 1:14:46

dot communications spelled out dot.

East the word EEAST at ftr.com for Frontier.

One more question here. For non flood frontier customers, how would they get the to register online to get the account number so make the?

Cool. OK. So to what Trevon was saying earlier, when you call up, when we give out that number, that 800 number that lets you call up and get the service, you will call up and get your account. You will schedule that you're already not an existing Frontier customer, you'll and schedule that set up.

The technician to come out, they'll come out, they'll do the thing. Everybody's house, for the most part here, everybody's house is technically wired for Frontier. There are

some individual issues from over the years. You know, landscapers hitting crap with weed whackers, you name it, right?

There are, there are certain wire issues that will, and that's why we're having these site surveys to go out and inspect the integrity of the existing network before we can go live.

Once that's done, we're gonna have this number provided. We're gonna have the cut over date. And what that means is from that date forward, you can call, schedule the service. At that point they come out and set it up, you get all your stuff.

It up, you get all your stuff, you test everything, then you decide, you know, to decommission your own stuff. That's why I was given the strong wording that when you get the things, test everything like the like what Tirvana was saying, you know if you have a security system or whatever.

Wireless printers test everything. You know, you never test enough. And if you don't, if you if you think you did it, you're not 100% sure, test it again. You know, real world example. I tested our town hall and teams here.



Williams, Trevon 1:16:51

Yeah.



Andrew Bermender 1:17:00

Did for the last HOA board. Didn't work very well. I tested it seven times before I did it. It still didn't work. So even testing something multiple times doesn't guarantee a success. And I'm technical. OK, I felt stupid at the end of that night and I've done more Office 365 teams implementation.

To my name than most people will see in a lifetime, literally hundreds. So I was upset with my own self for that because I knew I know better and I still tested and still didn't matter. So tonight, much better experience we will have this going forward.

You will see this as well. If you have questions about the inside wiring, Ethernet jacks, things like that, you want recommendation, reach out to me. I'll I'll give you an honest opinion. I'm not going to. I'm not here. Now if you need me to help you rewire your house or something, that's different.

And we'll talk about, you know, what that cost might be to do something like that.

But I'm going to just say, hey, this is my equipment. What do you think? I'll tell you whether you should replace it now or, you know, what your limitations may be if you keep it.

Or you can hire your own people. I don't really care, but be my guest. You know, you know, I live here. I take pride in what I do, you know? So I think people have seen that time and time again, so.

You know, it's on the OCD one in the family, so.

 **Williams, Trevon** 1:18:21

Oh.

 **Andrew Bermender** 1:18:24

So I think that the follow-ups are the following. You have the e-mail address, we're going to get that communicated. We're going to get the FAQ sheet as well as the pricing sheet to the additional VAS or value added services. So if you want something above and beyond the one.

 **Williams, Trevon** 1:18:26

OK.

Oh.

 **Andrew Bermender** 1:18:44

In service.

There's your there's your chance. We will communicate. We'll have another one of these town halls, but we're not going to record that one. We recorded tonight. I'll make that available once I get the recording and all the other information will be posted on the website, the Facebook group. I will try and send out, have QPM sent out to all the homeowners.

A blast e-mail to whatever list they have. I don't know how accurate that is, but we'll find that out I guess. And from that try and have more of these things on a regular basis.

She's.

G is here.

Yeah, but people come and go here so fast. Sometimes it's hard to, I'm sorry.

Well, they do. We have a list, but you got to remember, given the compactor and the results we see, we know people are moving it out here like it's like changing underwear sometimes. You know, it really is. I hate to say it that way, but it really is like.



Williams, Trevon 1:19:47

Hmm.

Mhm.



Andrew Bermender 1:20:01

There's so many people in and out and I don't blame it. It just is all runners. We know it's not always run, you know, so.

How quick are people updating things with QPM when they do change ownership in house?

I mean, we're supposed to get the information. That doesn't mean we get it. It doesn't mean that they get it or it's even right. I even found people in the listing that didn't provide an e-mail address.

I call printers or whoever it can be updated or Mm-hmm. So the e-mail. I can send to it. So there's a lot more to it.

I I I know a lot of folks don't want that kind of stuff, but it's like, well, then don't come to me and say you don't know anything of what's going on. I'm sorry.

You can't tell me you don't see the signs if you don't read them. You're just not reading them. That's, you know.

That's a whole other problem in life. But well, we've had. I've had that conversation multiple times and multiple days now this week. So got to read. I'm sorry, got to read. You got to listen. You got to pay attention. If you want to be involved in this community, you will do it. If you don't, that's fine. But then you're not going to know everything what's going on.

So, you know, like the movie, you know, there was people that came in, like, we didn't know about this. I'm like, been posting for months. Like, I don't want to tell you and they.



Williams, Trevon 1:21:26

Yeah, reading is fundamental, right? That's what they say. Yeah, reading is fundamental.



Andrew Bermender 1:21:29

Thank you. That's an outside opinion right there, folks. Yeah, so not the air HOA

communications laundry here, but you know, but this is important. Everybody's going to be impacted by this. I really want to stress that to everybody.

 **Williams, Trevon** 1:21:36

Uh.

Yes.

 **Andrew Bermender** 1:21:45

Please pay attention. Ask questions. I will not take any questions. Ask it. I'd rather you asking me have an answer or me say let's go get you an answer. Then you not ask the question. Then you get mad because you didn't ask the question and now you're yelling at us because something didn't go right.

 **Williams, Trevon** 1:21:49

Yes.

 **Andrew Bermender** 1:22:05

I don't know what I know.

 **Williams, Trevon** 1:22:05

Right. Yep.

 **Andrew Bermender** 1:22:07

We used to have a crossing area, but.

 **Williams, Trevon** 1:22:08

That's that's it.

 **Andrew Bermender** 1:22:12

Yeah, we have to be very careful around mailboxes because they are U.S. government property. You can't just put anything on those. So we have to be very careful. That's why we usually put stuff at the gate here by the at the pool house here. I know not everybody comes here, so.

 **Williams, Trevon** 1:22:28
Mhm.

 **Andrew Bermender** 1:22:28
Of course I did. We put a poll next to the mailboxes. We I we were actually just having this conversation and Trevon and Stephanie, I don't need to hold you on for this. Thank you very much for your time. I appreciate everything. We'll talk about another date.

 **Williams, Trevon** 1:22:36
No way.
Hey, sorry.

 **Godbee, Stephanie** 1:22:42
OK.

 **Williams, Trevon** 1:22:42
Yes, T.

 **Godbee, Stephanie** 1:22:44
You're welcome.

 **Williams, Trevon** 1:22:46
Oh.

 **Andrew Bermender** 1:22:48
We'll have this recording available for everyone, so we're going to conclude this meeting now and then we will have one more of these as well as have everything posted online.

 **Williams, Trevon** 1:22:49
Yeah.
OK, perfect. Thank you. Well, we appreciate the opportunity.

 **Godbee, Stephanie** 1:22:59

Thank you very much. Good.

 **Andrew Bermender** 1:22:59

OK.

 **Godbee, Stephanie** 1:23:02

Take care, everyone. Good night.

 **Williams, Trevon** 1:23:05

Alright, alright.

 **Andrew Bermender** 1:23:05

OK.

That does mean you guys can't stay here if you have questions.

Frontier is going to start coming in here doing site surveys of the houses on the outside to make sure that the equipment, the lines, all that is good to actually lay it up.

Once they do all that integrity checking, then they're going to give us a date with that phone number when they say, OK, from this point on, you're going to give us the number at the board.