

Summit Broadband Launches Bulk Services At Laureate Park

Dear Resident,

Laureate Park Master Association will be changing its communication offering to an Internet-Only bulk package. Standard digital cable will no longer be included as part of the HOA fees. This change will take place on **August 1st, 2022**.

This change will lower the monthly communication fees and will provide residents with an opportunity to choose their TV services based on their own preferences.

What Residents Need To Do

This change to the Summit Broadband services to each individual home will begin **August 1st, 2022**.

- If you currently have your own Internet equipment, there is no action that you need to take.
- If you wish to maintain or disconnect your TV services that are no longer included in the Bulk agreement, please review the FAQs section (page 2).

We understand this is an uncertain time for all in the wake of the COVID-19 pandemic and want to assure you that your health and safety is top priority. Included you will find an overview of the many steps we are taking to keep you and your community safe.

With Summit Broadband, you'll get so much more than great solutions. Our service is backed by personalized, highly responsive customer support, so you get peace of mind knowing our local teams will always be there when you need us.

We look forward to serving you and your neighbors!

The Summit Broadband Team

To Maintain Your TV Services, Call Today!

To avoid service interruption, please call **1.877.678.6648** to maintain your TV services as of August 1st, 2022.

Visit summitbb.com

to learn more about Summit Broadband

Frequently Asked Questions

Question: If we are no longer paying for TV service through our Homeowner's Association (HOA) Fees, what will be my revised HOA Fee amount?

Answer: The telecommunications portion of your HOA Fee amount will be changing:

- Existing: \$108.52/mo → Includes DigiBasiHBO/1000 Mbps X 1000 Mbps Internet
- New: \$65.00/mo → Includes 1000 Mbps X 1000 Mbps Internet
 - **Savings of \$43.52 per month!!**

Question: What do I do if I wish to maintain my TV services that are no longer included in the Bulk agreement?

Answer: The retail rates for the services included in the current Bulk agreement is as follows:

- DigiBasic: \$89.99/mo
 - HBO: \$19.99/mo
- *Applicable taxes, fees, surcharges not included

To assist with the transition, we are extending a one-time promotion of **\$69.99/mo X 3 for DigiBasic** (available through 10/31/22). If you choose to maintain the same level of service as of **August 1st, 2022**, please call **1.877.678.6648** prior to **August 1st, 2022** to avoid service interruption.

Question: What do I do if I wish to disconnect my TV services that are no longer included in the Bulk agreement?

Answer: All TV services referenced above will be automatically disconnected as of **August 1st, 2022**, alongside any additional TV services that are being subscribed to at retail rates. To make arrangements to receive an equipment return label and box, please email Summit Broadband at equipmentreturn@summitbb.com. Requests will be fulfilled within 48-72 hours from receipt. For details on what TV equipment you may have in the home, please see page 4 of this letter notification.

Please note that **only** equipment return requests will be fulfilled by emailing equipmentreturn@summitbb.com. For all other customer service requests/questions, please contact us at **1.877.678.6648**.

Question: What do I need to do if I currently subscribe to home phone service with Summit Broadband?

Answer: If you wish to continue subscribing to home phone service with Summit Broadband, there is no action needed. You will continue to be billed as normal.

To Maintain Your TV Services, Call Today!

To avoid service interruption, please call **1.877.678.6648** to maintain your TV services as of August 1st, 2022.

Visit summitbb.com
to learn more about Summit Broadband

Steps We Are Taking to Keep Our Customers Safe and Communities Connected

In the wake of the COVID-19 outbreak, we've implemented key initiatives to protect our customers and team members during the installation process and beyond:

Protective Kits: All trucks are equipped with ample safety equipment for technicians, such as hand washing kits and personal protective equipment (PPE) including gloves, shoe covers, and face masks, which are changed after every appointment.

Wellness Verification: Summit Broadband agents are calling ahead before in-home appointments to assess the wellness situation in the household. Technicians will reconfirm before entering the home and will self-check temperature with their own thermometer.

In-Home Procedures: Technicians are trained to inform customers of all safety precautions being taken. Social distancing will be practiced with customers, and technicians will limit contact with surfaces touched in the home.

Management Reinforcement: Supervisors will have daily meetings with technicians to reiterate safety practices and spotcheck for PPE compliance, while observing social distancing between the team.

Dispatch of Technicians from Home: To avoid unnecessary stops and limit exposure to the virus, technicians are being dispatched directly from their homes.

Remote Care: 100% of Summit Broadband's call center team members are now working remotely from home while retaining full support capabilities so that they can continue to assist customers by phone, chat and email.

Virtual Support: Summit Broadband has deployed virtual support tools that allow care agents and technicians to assist customers in realtime via interactive video streaming without the need for an in-home appointment.

To Maintain Your TV Services, Call Today!

To avoid service interruption, please call **1.877.678.6648** to maintain your TV services as of August 1st, 2022.

Visit summitbb.com
to learn more about Summit Broadband

Equipment Details

**Arris DCX3635 Synergy
Cable Media Gateway**



Arris DCX525E



**Arris IP815 Synergy
Media Player**



Evolution DTA



Motorola/Arris DXC3510-M DVR



Motorola/Arris DCX700



Motorola DTA100 DTA



**To Maintain Your TV
Services, Call Today!**

To avoid service interruption, please call **1.877.678.6648** to maintain your TV services as of August 1st, 2022.

Visit summitbb.com

to learn more about Summit Broadband