

CONVERSION TO SUMMIT FOR TV and INTERNET

QUESTIONS & ANSWERS for INDIVIDUAL OWNERS

1. Where do I find information and who is my main contact?
 - a. Your Summit Customer Advocate is Angela: 239 -444 -0016 akujawski@summit-broadband.com
 - b. Updates will be posted on <http://www.wigginsbayfoundation.info/index.htm>
 - c. Your building Transition Team rep is listed on the Contacts menu.

2. What issues do I need to deal with now, i.e. January – April 2014?
 - a. **Keep current contracts for TV, Internet, and Telephone** – and don't make any new long-term service contracts – **until you know your options.**
 - b. What do I do with my current Comcast equipment? (see #5 & #6 below)
 - c. Plan for when you can set up an appointment with Summit to schedule your installation and select upgrade options. (see #3 & #4below)
 - d. Plan for telephone service. Understand your options. (see #7 below)
 - e. Can I keep my Comcast email account? (see #8 below)
 - f. Determine if you need a new modem. (see #10 below)
 - g. Learn if PON “passive optical network” is of interest to you and know your building's decision on PON. (see #9 below)

3. Meet with your Summit Customer Advocate.
 - a. **** Summit Customer Advocates will be on-site at the Club from the end of February until April.** Most of your questions can be handled through your Customer Advocate.
 - b. Homeowners may call Angela at 239-444-0016 or email her at akujawski@summit-broadband.com

- c. At your appointment, bring your current bills from your television, internet provider, and telephone provider, whether it be Comcast or CenturyLink. With these bills, Summit will be able to review your current services and coach you on options. The Summit Advocate will explain your choices, sign you up for services you want, and get you converted correctly.
 - d. If an in-person appointment does not work for you, you can arrange to have information mailed to you by calling 239-444-0016.
 - e. Discuss with Summit what TV upgrades you want.
 - f. Discuss with Summit what telephone service you now have and if/when you should convert.
 - g. Discuss with Summit your options of your email address if your current email is with Comcast.
 - h. Schedule with Summit when you would like your new equipment installed.
4. When will Summit install my new service? Do I need to be there? You will schedule an installation time with Summit, and either you or someone representing you must be present during the entire installation. Summit will not enter your unit without a representative. Summit will check all current wall plates (that means getting behind furniture), install equipment, test, and activate. They will not install new wall plate locations, but you can arrange that with them for a later date.
- a. Allow 1-2 hours.
 - b. Since furniture will be moved to access wall plates, please remove breakables.
 - c. Individual installations start July 14. As owners are converted they will be using Summit. Comcast shuts off totally for everyone Sept 14.
5. What do I do with my current Comcast equipment: TV set top boxes, modems, etc?
- a. For now, keep all Comcast equipment until you have a plan.
 - b. The new system activates September 14. Full-time residents may wish to return Comcast equipment in September when the new service goes active, but seasonals may wish to return it before they exit. Comcast will continue to bill you for their equipment until you return it.
 - c. "I go back-and-forth." "I'm here in the fall after September 14." What about me? To have your new equipment installed, simply schedule a time with Summit that

meets your travel plans: October, January, whatever. As far as returning Comcast's equipment, that can also be done when you return to Naples; however, Comcast will continue to bill you for whatever equipment you have from them until it is returned.

- d. What about Comcast extras, like extra sports channels, internet upgrade charges, etc. And sometimes I put these on vacation mode. When should I shut these off with Comcast? Whenever you are finished with additional services from Comcast prior to Sept 14, it is suggested you stop them. While Comcast cannot technically deliver them after Sept 14, it is safest and less hassle with billing if you personally stop the extra services.
- e. Whenever you take your equipment back to Comcast, it is recommended that you also take a current account statement so that Comcast will correctly stop billing you for their equipment and additional services you have been receiving.

6. How do I know what equipment goes back to Comcast? (See web site menu item Examples of Comcast Equipment for pictures.)

- a. If you only have *basic cable TV on all of your televisions* as provided in your WBF dues (i.e. no upgraded channels, no hi-def), the Comcast equipment is a small box and remote control.
- b. *Hi-Def*. Your monthly billing statement shows what *additional* items you have rented from Comcast. For example, the bill may say "*HD Technology Fee*" or "*HD Converter*" for \$9.95 each. Also, "*Additional outlet (includes HD Technology Fee*" would mean you have a second **cable box for HD**. These cable boxes must be returned to Comcast.
- c. If you have Comcast *DVR* service, that is your cable box and must be returned.
- d. If you get *internet* from Comcast, you will have a **cable modem, and (wireless) router**. Either you purchased those, and they are yours to keep. Or, if they are Comcast-owned, it will show that on your bill, and these must be returned.
- e. If you have not returned Comcast's equipment when Summit arrives to do your individual installation, they will box all of the Comcast equipment up for you; and you simply take that whole box to Comcast. Summit will need your Comcast bill to figure this out.

- f. All of Comcast's equipment must be returned to them.
7. What about my telephone and telephone number? Telephone service is not part of the new bundled contract. So your choices depend on what you have now. When you have your personal meeting with Summit, discuss options.
- a. **Until you decide if/when to change, KEEP YOUR ACCOUNT and PHONE NUMBER ACTIVE OR ON VACATION.**
 - b. If your telephone provider is Century Link, you can keep it.
 - c. If you have an internet phone service (ex. Vonage) you can keep it, but it will need a DOCSIS3.0 modem
 - d. If your telephone provider is Comcast, you will need to change to either CenturyLink or Summit. KEEP THE COMCAST PHONE MODEM, ACCOUNT and TELEPHONE NUMBER active or on vacation until you are "ported" to the new phone system, whichever you choose. The Comcast telephone modem will need to be returned to Comcast. It is advisable to make your choice for a new telephone provider [Century Link, Summit, other] and make that conversion now.
 - e. Everyone has the option – but not requirement - of converting to Summit for telephone service.
8. What about my Comcast email account: YourEmailName@comcast.net. This is tricky. If your Comcast email is tied to another account you have [such as "up north" or at another location in SWFL] you can keep it. However, if your Comcast email account is provided through this local Naples Comcast account, you will need to change. It is strongly recommended to select an email provider not tied to your internet service provider such as Gmail, Yahoo or Hotmail. Make that selection soon and start changing over.
9. What is the **option** about having fiber to individual home-run unit? PON
- a. WHAT IS IT? As part of the base package, Summit will build the fiber optic network into each building to designated common drop points. This is included in the WBF bulk contract and will yield significantly higher speeds than what owners have today. For many owners, that is enough. Beyond that, there is the **option** to get even higher internet speeds if the run from the drop point into individual units is replaced with PON "passive optical network."

- b. COST. If an entire building makes this conversion, the installation cost is \$150/unit. Otherwise, individuals can convert on their own for \$300. These costs are valid through March 14, 2015. Beyond that date, costs to upgrade to GPON are not set. During the life of this 5-year contract, individuals can purchase upgrade options to their installed PON, giving different levels of throughput.
- c. How do I sign up for this? (installation specifics are pending- all dependent on if you or your building would like to have PON installed in your unit)
- d. What access to my unit is needed? To install PON into your unit, Summit will need access to your unit and each unit directly below you. You are encouraged to be onsite. *(more information to follow)*

10. What modem do I need? Due to the higher speeds, modems must be DOCSIS 3.0 capable. You can buy your own DOCSIS 3.0 modem for Summit to install or you can purchase one from Summit. If you elect phone service through Summit, you must have their DOCSIS 3.0 telephone modem. How can I tell if my current modem meets the DOCSIS 3.0 standard? Some modems will state whether the modem is a DOCSIS 3.0 modem or not; otherwise, homeowners can “Google” the model number located on the bottom of the modem.
11. I hear Summit will give each owner a one-time \$100 credit. What can I use it for? Yes, each owner will get a \$100 credit to be applied as you choose. For example, if you have a Comcast modem that must be returned, you can have Summit install their \$99 modem. The \$100 credit is applied after the taxes are applied. It is the modem purchase, plus taxes, minus the \$100 credit.
12. Will Comcast be removing anything from my condo? No.
13. I have internet lines for remote monitoring of my condo. What do I need to do?
14. What if I want to continue with what I have? Can I keep Comcast? No, the contract is a bulk contract for the WBF Community.