



24017 Production Circle
Bonita Springs, FL 34135

T. 239-444-0400
F. 239-440-0001

www.summit-broadband.com

Wiggins Bay Foundation, it is a pleasure to welcome you to Summit Broadband!

As your provider of television services, we are excited to offer our **High Definition Gateway package** and our **100 Mbps Internet package** to each unit in your community. This amenity offering will include, one High Definition Cable Box which provides you access to the most watched channels in HD. The HD Box also offers our On-Screen Programming Guide, Video on Demand and Pay Per View. Each owner may choose to upgrade to additional receivers, a DVR, premium- programming packages, internet, or phone service. All communities in Wiggins Bay Foundation are upgrading to PON (Passive Optical Network), bringing fiber to each individual unit.

Representatives of Summit Broadband will be on site at **Wiggins Bay Foundation** to meet with each owner and to complete service activation paperwork. We will gladly accept your orders in-person or over the phone and will be on-site from **February 17 until April 25, 2014**. If you are unable to meet Summit Broadband during this time you may call our office at (239) 444- 0400 to speak with your Customer Advocate, **Angela Kujawski**. Angela will be able to assist you with your account and answer any questions you may have.

Enclosed, you will find a schedule when the representatives will be on site, a services pricing guide, a Letter of Agency (LOA) authorizing Summit Broadband to port over your current phone number, and a copy of our Digital and HD channel lineup.

If you currently have a land line phone and would like to transfer your existing Comcast or CenturyLink telephone number to Summit Broadband, please bring a completed Letter of Agency and a complete copy of your current telephone bill. This will help to streamline the process and ensure that your phone number is securely transferred!

If **Wiggins Bay Foundation** is your only account relationship with Comcast, any @comcast.net email address you have may expire once the conversion to Summit Broadband is complete. We recommend homeowners utilize a free email service provider such as Gmail, Yahoo or Hotmail. These free providers will not tie your email communications to any particular provider of internet service, but instead give you the ability to access your email wherever you are.

We look forward to this transition and to providing you with a quality television, internet and voice experience



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Wiggins Bay Foundation Meet & Greet Schedule

As your provider of television and internet services, we are excited to offer our **High Definition Gateway package** and our **100 Mbps Internet package** to each unit in your community.

Representatives of Summit Broadband will be on site at **Wiggins Bay Foundation** to meet with each owner and to complete service activation paperwork on the following schedule:

Date	Time Frame	Date	Time Frame
March 4- March 6	1pm- 5pm (By Appointment Only)	March 7	Walk Ins (First come, first served)
March 10- March 13	1pm- 5pm (By Appointment Only)	March 14	Walk Ins (First come, first served)
March 17- March 20	1pm- 5pm (By Appointment Only)	March 21	Walk Ins (First come, first served)
March 24- March 27	1pm- 5pm (By Appointment Only)	March 28	Walk Ins (First come, first served)
March 31- April 3	1pm- 5pm (By Appointment Only)	April 4	Walk Ins (First come, first served)
April 7- April 10	1pm- 5pm (By Appointment Only)	April 11	Walk Ins (First come, first served)
April 14- April 17	1pm- 5pm (By Appointment Only)	April 18	Walk Ins (First come, first served)
April 21- April 24	1pm- 5pm (By Appointment Only)	April 25	Walk Ins (First come, first served)

The representatives will be located at the clubhouse by appointment on Monday- Thursday every week and on a first come first served basis every Friday from March 4 until April 25.

Please contact your Customer Advocate, **Angela Kujawski** to set up an appointment via:

- phone at (239) 444-0400;
- email at customer.advocate.SWFL@summit-broadband.com ATTN: Angela;
- online at https://creator.zoho.com/akujawski/wiggins-bay-meet-greet/form-perma/Wiggins_Bay_Meet_Greet/

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Wiggins Bay Foundation

Television Services (Monthly Fees)

HD Gateway Service with HD Receiver	Included
• Standard Definition Channels	1 – 207
• High Definition Channels	300 – 399
• Digital Music Channels	901 – 956

HD Plus Service (Upgrade)	\$19.95
<i>Monthly upgrade fee for all boxes</i>	
• Standard Definition Channels	1 – 299
• High Definition Channels	300 – 494
• Encore Movie Channels	580 – 594
• Digital Music Channels	901 – 956

Additional HD Receiver	\$9.95
<i>Per box, per month charge</i>	

HD/ DVR Gateway Service (Upgrade)	\$6.00
<i>Replaces HD box</i>	
• Standard Definition Channels	1 – 207
• High Definition Channels	300 – 399
• Digital Music Channels	901 – 956

Additional DVR Receiver	\$15.95
<i>Per box, per month charge</i>	

Whole Home DVR	
<i>DVR & HD box required</i>	
Whole Home DVR (Monthly Fee)	\$4.00

Cable Card Service with Card	\$6.95
<i>Pairs with an existing Tivo device</i>	
• (1) M-Card from Motorola (HD enabled)	

Vacation Rates

Cable Card, HD or DVR (Per card/box)	\$2.00
Reactivation Fee (Per box/ card)	\$5.00

Service Charges (Time & Material)

Activate Existing Additional Outlet	\$29.95
Late Payment Fee	\$5.00
Service Call & Labor (Hourly)	\$69.95
Wall Fish (Inside)	\$75.00
Wall Fish (Outside)	\$100.00

Internet & Services (Monthly Fees)

PON (Passive Optical Network 100/100)	Included
Upgrade 200MBPS/200MPBS	\$26.00
Upgrade 300MPBS/300MBPS	\$46.00
Upgrade 1GPBS/1GBPS	\$56.00

Digital Phone Plus (Local Calling)	\$19.99
Digital Phone Plus - North America	\$29.99
Digital Phone Plus - Western Europe	\$35.99
Telephone - Vacation Fees (Monthly)	\$8.00

Internet & Telephone Modem

PON Gateway Modem	Included
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Premium Programming

HBO	\$18.50
Cinemax	\$15.95
Showtime/TMC/Flix	\$15.95
Starz	\$10.95
4-Prem Channels	\$54.95

Deutsche Welle (German Tier)	\$ 9.95
Spanish Tier	\$ 9.95
Playboy	\$29.95

Seasonal Sports Packages

NFL Red Zone	Call for pricing when available
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MLB Extra Innings	
MLB XI Pennant Race	

NHL Center Ice	
NHL CI Race to the Cup	

ESPN Game Plan	
ESPN Full Court	

***One time \$100 credit to every owner (expires February 14, 2015)**

*All pricing subject to change
(Printed March 16, 2014)



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Residential Telephone Letter of Agency

ALL SECTIONS MUST BE COMPLETED. A COPY OF AN ENTIRE PHONE BILL MUST BE ATTACHED. IF A SECTION DOES NOT APPLY, PLEASE INDICATE BY USING "NA"

Customer Billing Name _____

Alternate Contact Number _____

(MUST BE THE SAME PERSON SIGNING THIS FORM)

BILLING ADDRESS OF TELEPHONE NUMBER

STREET _____

CITY _____ STATE _____ ZIP _____

SERVICE ADDRESS (IF DIFFERENT THAN BILLING ADDRESS)

STREET _____

CITY _____ STATE _____ ZIP _____

TELEPHONE LINES

- List the telephone number as it appears on the bill and the associated account number

Telephone Provider	Telephone Number	Telephone Account Number

I, _____ (Client) hereby appoint Summit Broadband and its representatives as an agent for the purpose of ordering, changing and/or maintaining communication services including but not limited to local, long distance and private line services. Summit Broadband is also authorized to obtain billing information, customer service records (CSRs), directory listing information, audit information and all customer proprietary network information related to the Client. This authorization will remain in effect until rescinded in writing by the Client.

I HAVE READ AND UNDERSTAND THIS LETTER OF AGENCY. I AM 18 YEARS OF AGE AND AUTHORIZED TO CHANGE THE SERVICE PROVIDER FOR THE SELECTED SERVICE(S) AND TELEPHONE NUMBER(S).
BY SIGNING BELOW, I ALSO ACKNOWLEDGE THAT IF I CANCEL FOR ANY REASON, THAT THERE WILL BE A \$30.00 NON - REFUNDABLE CANCELLATION FEE.

Authorized Signature

Print Full Name

Date