



**summit**  
BROADBAND

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## Wiggins Bay Resident Planning Meeting

December 6, 2024



# Agenda

1. Introductions
2. Project Timeline
3. Services Included
4. Retail Services
5. Installation of New Services
6. Questions



# The Transition Team

Kay McAdam - Residential Project Manager

Mark Brown – Director Customer Operations

Roberta Whitmore – Community Account Manager

Peterson Germain - Technical Operations Manager





# Project Timeline

**Resident Informational Session**

**December 6, 2024**

**Visit #1 Installation of the New Services**

Scheduling begins:

Mid December 2024  
*(You will be notified of the exact date)*

1<sup>st</sup> Installation:

Mid December 2024  
*(You will be notified of the exact date)*

**Contract Effective Date 3/1/2025**



## **Service Included**



# Services Included



- Base, Ascend & HBO Channel Tiers as well as the Music Channels
- Two (2) TIVO set-top boxes with voice remotes
- 100 hours Cloud DVR Storage
- 72 Hours Playback TV
- Access to the SBB TV App
- SBB TV Base, Ascend, HBO & Music Channel Line Up



- Internet service 2 Gig / 2 Gig
- One (1) Wireless Wi-Fi6 router
- One (1) Wi-Fi6 Extenders if needed
- One 10Gig XGS ONT

*Please note wireless internet speeds can vary.*





# Internet Services Included

## Internet Services:

- 2G x 2G Symmetrical Speeds
- New: Wi-Fi 6e Router
- One (1) Wi-Fi Extenders (if needed)
  - ❖ Extenders will be installed based on Wi-Fi coverage needs
- ❖ Home Pass App for Personalized Router Management



Wi-Fi 6e Router



Wi-Fi Extender

Please note wireless internet speeds can vary.



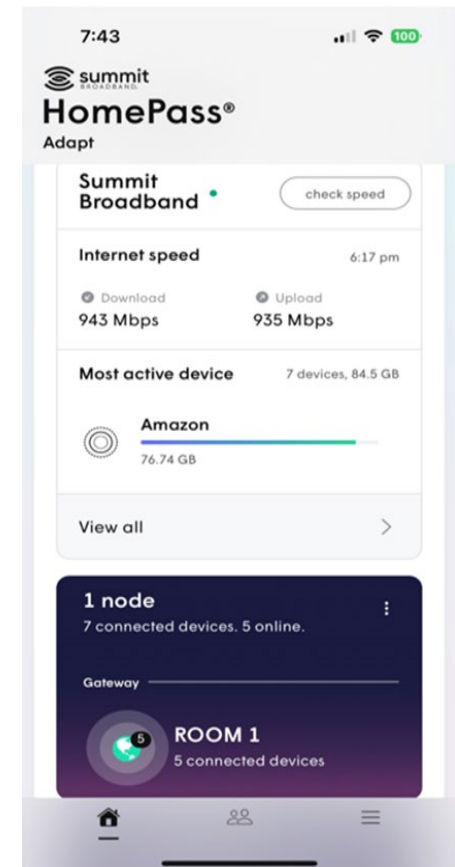
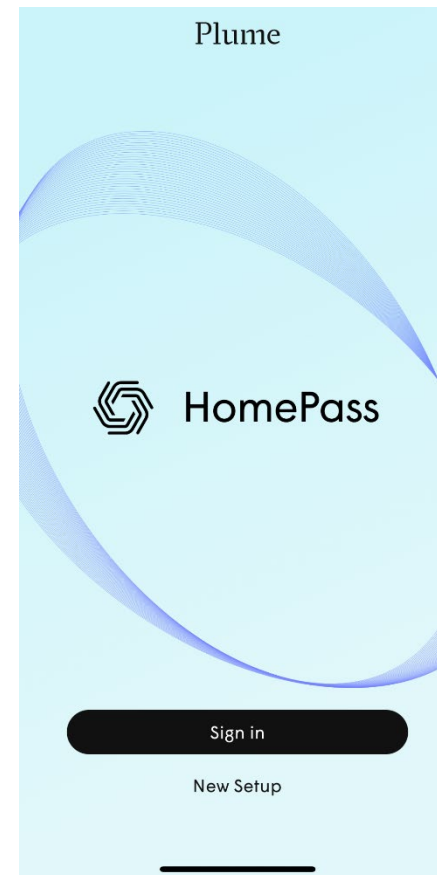




## Features:

- *Network Status*
- *Check your internet speed*
- *See your connected devices*
- *Easily Change your Wifi name and password*
- *Setup Secondary Networks for Guests*
- *Setup network access times for specific devices*

*Please note wireless internet speeds can vary.*







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# SBB TV Services Included

## **SBB TV:**

- TiVo Managed IPTV Service
  - ❖ (2) TIVO IPTV set-top boxes with voice remotes
  - ❖ Base, Ascend, HBO & Music Channel Lineup
  - ❖ 100 Hours of Cloud DVR Storage
  - ❖ Replay TV: Playback on Live TV up to 72hrs
  - ❖ Up to 5 active streams



# **Retail Services**

These services will be billed directly to the resident.





## Internet

- Speeds upgrades up to 5 Gbps (5 Gbps coming soon)
- Static IP addresses, if needed



## TV

- Add TIVO boxes
- Add Cloud DVR Service
- Add Cloud Storage hours
- Add Peak Channel Tiers
- Add Premium channels such as Showtime and Starz
- Add SUMMIT Sports
- Add Seasonal sports packages, including MLB Extra Innings & NHL Center Ice



## Phone

- Multiple lines available
- Crystal clear VoIP technology
- Phone plans offering unlimited calling in the US and to various countries and regions
- Additional features
  - Call waiting
  - Caller ID
  - Three-way calling
  - Voicemail
  - Call forwarding





# Scheduling Your Appointments



# Appointment Scheduling

Notification will be sent out to your email once scheduling is available. Property-Wide installations are currently forecasted to begin in Mid December 2024.

There are 3 ways to schedule an appointment.

1. Phone: 877-678-6648
2. Email: [Care@asksbb.com](mailto:Care@asksbb.com)
3. Online Chat: [www.summitbb.com](http://www.summitbb.com)

- The resident or their representative must escort the technician for the duration of the appointment. The person must be over 18 years or age.
- Residents have through February 2026 to take advantage of complimentary installation.



# **Installation of the New Service**





# Preparing for your Installation

- The technician will need access to the connection points on your TVs and wall outlets. Technicians are not allowed to remove large TVs flush with the wall or large furniture pieces blocking access. To avoid a return appointment, please ensure the tech has the access needed to complete the install.
- If you have a custom audio/video system, it is recommended you have an AV company of your choice on-site following your installation.
- The resident or owner escorting the technician must remain in the unit for the duration of the installation and we advise that any questions or concerns are addressed while the technician is present. Must be 18 years or older.
- Please have any questions written down to ask the tech prior to the install.



## Visit # 2 Installation of the New Services

- Optical Network Terminal (ONT)
- Wifi 6 Router
- Wifi 6 Extender (if needed)
- Verify Internet Speed
- Connect existing devices (phones, tablets, etc.)
- Check fittings, splitters
- Install TIVO Set-Top Box(s) with a voice remote
- Install any additional equipment
- Customer Education

**Please Note:** As the installer moves through the unit, he/she will collect the existing Summit equipment and return it to our facility.



# Questions?



**THANK YOU**

We're looking forward to serving you.

