



September 9, 2020

Re: Frontier/Spectrum Additional Info #2

Based on the questions you sent to us, we have received the following additional information from Spectrum.

If you have **not** already provided us with your vendor preference/opinion, please let the RW HOA Board know your bulk communications preference now.

The RW HOA Board

HOA Website: www.rwhoa.org

Additional Information

Can Spectrum offer a "whole house DVR" like Frontier?

No, Spectrum does not have this capability, that is why they are offering 2 DVRs in their proposal.

Is the DVR service fee included in the \$49.25 proposal?

Yes.

Spectrum Installation Costs

1. You may order Spectrum hardware and have it shipped to you for self-installation. There is no cost. If you experience problems with the self-installation, you may then call Spectrum and schedule a service visit for assistance. As long as you have tried to install the hardware first, Spectrum treats this as a service call and there is no charge. Remember, you must have tried to install it yourself before calling for free assistance.
2. You may also obtain the hardware at a Spectrum retail location for self-installation. As with option 1, as long as you try to install it yourself first, then Spectrum will help you fix your problem with no cost to you.
3. You may call Spectrum without trying self-installation and have Spectrum schedule an installation by a Spectrum service representative. This option will cost \$49.95.

What is a "door fee"?

A door fee is a one time marketing fee paid to the HOA by a firm for the right to market its services to the residents covered by the bulk contract. Both Frontier and Spectrum offer this fee. Frontier will pay the HOA \$100 per unit. Spectrum will pay \$150 per unit for TV only and \$300 per unit for the TV+Internet package. This fee will be used by the HOA to lower the cost of bulk communications over the life of the contract.

Why is the HOA doing this, it only benefits Spectrum customers?

The current RW HOA bulk contract with Frontier Communications expires on January 17, 2021. If the RW HOA does not agree to a new Frontier contract, every resident using Frontier bulk service will go to individual pricing on that date. Frontier customers should then expect an increase of at least \$35 per month in their 2021 Frontier bills.

The HOA put the contract out for bids to Spectrum and Frontier. Phone service, while available from both firms, is not included in the bulk offerings. Since the RW HOA solicited bids for combined TV+Internet and TV only bulk service, it understands that residents must incorporate both the impact on their individual internet and TV bills with the cost of the bulk service that will be included in the HOA annual assessment in their analysis. Frontier has offered a TV contract with a 5 year term and escalating costs per year. Frontier has not offered us a TV+Internet contract, although we have asked several times.

None of us know what is going to happen to Frontier in terms of content, prices or service quality as they work through their reorganization. Residents with individual internet services provided by Frontier face these same questions.

Spectrum offers us stability and free customer service in addition to what appears to be a pretty robust channel lineup.

What are the Spectrum channels in Manatee County?

Download [Spectrum Manatee TV Channels - PDF](#)