

TERRA VISTA
PROPERTY OWNERS ASSOCIATION, INC.

2476 N. Essex Avenue, Hernando, FL 34442
(352) 746-6060 (phone) (352) 746-6801 (fax)

May 26, 2023

RE: Spectrum Bulk Cable and Internet Update

Dear Terra Vista Resident:

As many of you already know, our Spectrum Bulk Internet and Cable contract is up for renewal. After many months of negotiation (with Spectrum and other service providers), we are very happy to announce that we have signed a new five-year contract to receive Spectrum bulk internet and cable services. As with many (if not all) bulk agreements, there is a direct correlation with the service/cost you receive and the size you are; i.e., the bigger you are, the better the service/cost. Because of this, we signed a longer-term agreement with Citrus Hills Internet and Cable, LLC (herein "CHIC"), which leveraged our position in the negotiations by negotiating on behalf of all three participating neighborhoods simultaneously (Terra Vista, Brentwood, and Belmont Hills). Additionally, CHIC is uniquely situated and able to include future developments to the bulk package. Currently, three additional future developments have been committed by the Developer.

In great summary, the new services will continue to save our residents thousands of dollars with no disruption to services for our current members, and provide a large upgrade in internet speed (500 Mbps download speed versus current speed of 100-200 Mbps.), and include additional equipment. Spectrum will now provide an additional digital/HD box, amounting to three total, including one which is a DVR. The improved services begin **May 26, 2023**. The upgraded package has a retail value of \$262.99 per month absent any promotions. These upgrades continue to keep our communities future-proofed with industry-leading services. Even with these immediate upgrades, we are able to hold the current pricing for the balance of 2023. For calendar year 2024, the monthly price will be \$92.35, inclusive of taxes and fees. Thereafter, the service charges are capped to be no more than a four percent annual increase. This pricing is exclusively available to residents of our communities!

For those with service currently, there is little or no action required. Section 1, below, concerns new homeowners and those homeowners who may have need to update their hardware. The POA anticipates questions regarding the bulk programming. This letter, in part, aims to clarify and reiterate some general information regarding the "next steps" that you may need to take in anticipation of changing services.

1. What do I need to do to receive new service?

It is important to understand that you will not experience a disruption in service. Spectrum, for the most part, can "flip a switch" and activate faster speeds and better service for you. However, some of your equipment may have to be updated to handle the dramatic increase in service. Therefore, starting on May 26, 2023, you can call the bulk services customer care number at **(833) 697-7328**. When you call this number, you will have several choices:

- You can have new equipment shipped directly to you via Fed Ex. New equipment will usually take 1-2 business days to arrive. Spectrum encourages you to conduct a self-installation of the equipment utilizing the included easy-to-follow instructions. If there are issues, a tech support number will be included with the equipment where an Agent will assist you remotely. If, for any reason, you are still unsuccessful, Spectrum will send out the first available in-person technician to install for you. This will be done free of charge.
- If you so choose, you can bypass the above mail-in request and go to your nearest Spectrum location (1050 W Main St., Inverness, FL, 34450) to pick up your equipment and take it home to install same day.

- You can forego the self-installation process described in the first bullet point and schedule a technician to come install the equipment for you. If this option is chosen, you will be assessed a one-time installation charge of \$59.99.
- Any equipment that you swap out or return may be taken to the nearest Spectrum location or UPS store at no cost to you.

2. *How will I pay for the bulk internet and cable services?*

Billing and payment will remain the same as the previous bulk Contract. You will continue to pay your Bulk Internet and Cable Special Assessment through Terra Vista POA. Every homeowner will be required to pay the special assessment for the bulk internet and cable services. Despite dramatic increases in the cost of cable and internet services since 2018, we negotiated to keep the cost of your service to be fixed at \$66.77 per month for the remainder of 2023. Beginning January 2024, the monthly cost of services will be **\$92.35** per month, inclusive of all taxes and fees, through the end of 2024. Beginning in January 2025 and each year thereafter, Spectrum will increase the cost of services, up to four percent. For perspective, to get this level of internet speeds and cable services as a retail customer, you would need to pay **\$262.94** per month absent any promotions. For further perspective, the internet *alone* is \$94.99 at the retail rate and this number doesn't even reflect equipment fees. Even the most basic cable and internet packages, including taxes and fees, are more expensive than our negotiated bulk rate which includes a significant increase in services. It is very important to us that our residents continue receiving these massive savings on internet and cable service. Homeowners will continue to be able to pay the special assessment on an annual, quarterly, or monthly basis through the property owners association.


3. *As an update, the following are the services and goods provided as part of Bulk Agreement:*

Before we began negotiations, we knew we wanted to (1) have a dramatic increase in service, and (2) keep the monthly rate much lower than the retail rate. Over several months, we asked many residents what they purchase from Spectrum (on a retail basis) above and in addition to the bulk services. Many of our residents paid extra for a DVR box (\$20-\$30 per month), and many other paid extra for faster internet (\$20-\$50 per month). Since these features affected so many of our residents, they became the cornerstone of our negotiations. We are proud to say that the new bulk services include:

- Three (3) digital/HD boxes (up from 2) and 1 is a DVR with DVR service and optional Cloud DVR service;
- Spectrum Select with Entertainment View and Sports View (see attached channel line-up);
- Access to On-demand choices; and
- Spectrum Advance Community WiFi - 500 Mbps download speed, 20 Mbps upload speed internet service (up from 200 x 10), along with a modem and wireless router.

This letter is available on the Citrus Hills Golf and Country Club *Connections* website: www.citrushillsgolfandcountryclub.com. To access, hover over the POA drop down menu and select the "Terra Vista POA." Once there, you will also find copies of Ancillary and Premium Services and a copy of the complete channel line-up. A copy of each is included with this letter. If you have any additional questions regarding the Spectrum bulk internet and cable program, or other questions regarding your Property Owners Association, please feel free to contact me by calling (352) 746-6060, or via e-mail at moses@citrushills.com.

Sincerely,



Cyle T. Moses, President
Terra Vista POA

TV PACKAGES

SPECTRUM TV SELECT

(Includes Spectrum TV Basic and the following services)

3	WEDU - PBS
8	WFLA - NBC
10	WTSP - CBS
11	WFTS - ABC
13	WTVT - FOX
18	NewsNation
23	TBS *
24	OWN *
27	ESPN *
28	ESPN2 *
29	CNN *
30	HLN *
31	Bally Sports Sun *
32	USA Network *
33	TNT *
34	Discovery Channel *
35	Animal Planet *
36	Nickelodeon *
37	FOX News Channel *
38	Lifetime *
39	Bally Sports Florid.. *
40	Disney Channel *
41	msnbc *
42	CNBC *
44	Oxygen *
45	CMT
46	TLC *
48	A&E *
51	Bravo *
52	Freeform *
54	HISTORY *
55	truTV HD *
56	Food Network *
57	HGTV *
58	Cartoon Network *
59	SYFY *
60	FX *
61	Comedy Central *
62	VH1 *
63	The Weather Channel.. *
64	AMC *
65	National Geographic.. *
66	MTV *
68	Hallmark Channel *
69	WE tv
70	E! *
72	SEC Network
75	BBC America *
76	Bloomberg Television
77	Daystar
78	EWTN
79	Galavisión *
81	FOX Business Networ.. *
82	FXX *
83	FX Movie Channel *
84	Hallmark Mov. & Mys.. *
85	IFC
86	INSP
87	Investigation Disco.. *
88	SEC Extra HD
89	SundanceTV
90	Travel Channel *
97	REVOLT *
99	ACC Network HD
106	Travel Channel *
111	EWTN
112	FOX Sports 1 *
113	IFC
117	SundanceTV
119	FX *
120	FXX *
121	Bloomberg Television
131	TBN
135	Investigation Disco.. *
136	Magnolia Network
146	TV One *
149	FOX Business Networ.. *
155	Galavisión *
161	HSN2 HD
162	QVC2 HD
165	AccuWeather HD
167	Cleo *
168	Black News Channel ..
168	ShopHQ Health HD
171	Daystar
178	Pop HD *
180	ASPIRE TV *
185	Liquidation Channel
192	FETV
195	The Impact Network *
196	INSP
199	SonLife
332	ShopHQ Health HD
369	The Africa Channel ..
374	SundanceTV
375	FX Movie Channel *
384	IFC
385	Hallmark Mov. & Mys.. *
400-449	Music Choice
605	WEDU - PBS Encore HD
617	WEDQ - PBS Kids
840	SEC Extra HD
890-894	Music Choice
917	Galavisión *
1003	WEDU - PBS HD
1008	WFLA - NBC HD
1010	WTSP - CBS HD
1011	WFTS - ABC HD
1013	WTVT - FOX HD
1016	WEDU - PBS Encor..
1018	NewsNation
1102	Nickelodeon *
1105	Disney Channel *
1116	SonLife
1117	Daystar
1119	INSP
1121	Freeform *
1122	Hallmark Channel.. *
1127	ESPN *
1128	ESPN2 *
1148	Bally Sports Sun.. *
1149	Bally Sports Flo.. *
1150	SEC Network
1153	FOX Sports 1 *
1191	SEC Extra HD
1205	ACC Network HD
1208	AccuWeather HD
1211	Black News Chann..
1213	News Channel 13
1214	FOX News Channel.. *
1215	CNN *
1216	HLN *
1218	msnbc *
1219	CNBC *
1220	FOX Business Net.. *
1221	Bloomberg Televi..
1225	The Weather Chan.. *
1232	ASPIRE TV *
1233	TV One *
1234	BET *
1235	MotorTrend HD
1236	TBS *
1237	TNT *
1238	USA Network *
1239	A&E *
1242	HISTORY *
1246	Investigation Di.. *
1250	HGTV *
1251	Cleo HD *
1252	Food Network *
1254	Magnolia Network
1255	TLC *
1256	Discovery Channe.. *
1259	Animal Planet *
1260	National Geograp.. *
1266	The Africa Chann..
1267	Travel Channel *
1270	OWN *
1271	Oxygen *
1272	WE tv
1273	Lifetime *
1278	BBC America *
1281	TV Land HD *
1282	Cartoon Network *
1283	FX *

1284	FXX *
1285	Paramount Networ.. *
1286	SYFY *
1291	truTV HD *
1292	Comedy Central *
1293	E! *
1295	Bravo *
1296	Pop HD *
1301	MTV *
1304	REVOLT *
1306	VH1 *
1314	CMT
1329	QVC2 HD
1330	Liquidation Chan..
1331	GEM Shopping Net..
1331	GEM Shopping Net..
1332	ShopHQ Health HD
1340	EWTN
1355	AMC *
1356	SundanceTV
1363	IFC
1374	Hallmark Mov. & .. *
1384	IFC
1385	Hallmark Mov. & .. *
1389	FX Movie Channel.. *
1917	Galavisión *

ENTERTAINMENT

ENTERTAINMENT VIEW

(Add to Spectrum TV Basic, Spectrum TV Select, Mi Plan Latino or Spectrum Choice Packages)

50	LMN *
53	TCM *
67	Golf Channel *
73	American Heroes Ch.
74	BBC World News *
91	Cooking Channel
92	VICE
94	GAC Family
95	NFL Network *
96	BET Soul
98	RFD-TV
100	Science Channel
102	Discovery Family
103	American Heroes Ch.
104	fyi
107	BET HER
108	Destination America
109	Fuse
110	Cheddar News HD
114	Discovery Life Chan..
115	FLIX - E
116	GSN
118	FLIX - E
121	Universal Kids
122	Disney XD *
123	BBC World News *
124	Boomerang
125	Nick Jr.
126	MTV2
128	i24
132	FM
133	GAC Family
137	Olympic Channel
138	MTV Classic
139	CBS Sports Network
140	TeenNick
141	CNBC World
142	Cooking Channel
143	Lifetime Real Women
144	Nicktoons
145	UP
147	LOGO
148	Nat Geo Wild
150	ESPNNEWS
151	ESPNU
152	VICE
153	ESPN Deportes *
154	BET Jams
157	Tr3s
158	NBC Universo
159	MLB Network
163	Nick Music
164	Ovation
166	JBS (Jewish Broadca..
169	Military History
170	Crime & Investigati..
172	Jewish Life TV
174	Baby First TV
179	Disney Junior *
182	FOX Deportes *
183	NFL Network *
197	BYUtv
198	The Cowboy Channel
334	Cars.TV
335	Justice Central
336	Pets.TV
337	Recipe.TV
354	Reelz
370	Smithsonian Channel.. *
371	FLIX - E
372	FLIX - E
386	RetroPlex
387	IndiePlex
391	MoviePlex
396	MoviePlex
614	Heroes & Icons
803	NBA TV
804	Tennis Channel
806	FOX Sports 2 *
807	CBS Sports Network
815	MLB Network
816	Olympic Channel
825	NFL Network *
914	ESPN Deportes *
915	FOX Deportes *
923	Disney XD *
929	NBC Universo
930	Tr3s
942	TUDN *
1103	TeenNick
1106	Disney Junior *
1107	Disney XD *
1108	Discovery Family
1109	Universal Kids
1110	Nick Jr.
1111	Nicktoons
1118	BYUtv
1120	The Cowboy Chann..
1124	Hallmark Drama HD
1129	ESPNNEWS
1131	ESPNU
1132	ESPN Deportes *
1136	FOX Sports 2 *
1137	CBS Sports Netwo..
1140	NBA TV
1141	MLB Network
1145	NFL Network *
1154	Golf Channel *
1155	Tennis Channel
1159	Olympic Channel
1166	TUDN *
1210	Spectrum News - .. *
1212	Cheddar News HD
1217	Newsmax TV HD
1222	BBC World News *
1223	JBS (Jewish Broa..
1224	i24
1231	BET HER
1240	fyi
1241	Smithsonian Chan.. *
1243	Heroes & Icons
1244	American Heroes ..
1247	Crime & Investig..
1248	LOGO
1249	Fuse
1253	Cooking Channel
1257	Discovery Life C..
1262	Nat Geo Wild
1264	Destination Amer..
1265	Science Channel
1268	GAC Family

1277	Ovation
1280	GSN
1299	VICE
1300	MTV Live HD
1302	MTV2
1303	AXS TV HD
1305	RFD-TV
1311	FM
1317	UP
1334	Cars.TV
1335	Justice Central
1336	Pets.TV
1337	Recipe.TV
1354	Reelz
1357	TCM *
1359	LMN *
1370	Smithsonian Chan.. *
1375	HDNet Movies
1386	RetroPlex
1387	IndiePlex
1391	MoviePlex
1396	MoviePlex
1914	ESPN Deportes *
1915	FOX Deportes *
1929	NBC Universo
1942	TUDN *

SPORTS PACKAGES

SPORTS VIEW

(Add to Spectrum TV Basic, Spectrum TV Select, Mi Plan Latino or Spectrum Choice Packages)

67	Golf Channel *
95	NFL Network *
137	Olympic Channel
150	ESPNNEWS
159	MLB Network
183	NFL Network *
198	The Cowboy Channel
803	NBA TV
804	Tennis Channel
805	Outdoor Channel
806	FOX Sports 2 *
808	NHL Network
809	BTN
815	MLB Network
816	Olympic Channel
820	BTN - Extra1
821	BTN - Extra2
822	PAC-12 Network
825	NFL Network *
826	NFL RedZone
831	BeIN SPORTS *
832	BTN - Extra3
833	BTN - Extra4
835	Willow TV
837	MAVTV
838	TVG
841	PAC-12 Arizona
842	PAC-12 Bay Area
843	PAC-12 Los Angeles
844	PAC-12 Mountain
845	PAC-12 Oregon
846	PAC-12 Washington
913	BeIN SPORTS Español.. *
1120	The Cowboy Chann..
1129	ESPNNEWS
1136	FOX Sports 2 *
1138	BTN
1140	NBA TV
1141	MLB Network
1143	MLB Strike Zone
1144	PAC-12 Network
1145	NFL Network *
1146	NFL RedZone
1151	NHL Network
1154	Golf Channel *
1155	Tennis Channel
1156	Outdoor Channel
1159	Olympic Channel
1163	BeIN SPORTS *
1165	Willow TV
1190	MAVTV
1192	BTN - Extra1

Additional Channels on Reverse side

ADDITIONAL CUSTOMER INFORMATION: Restrictions apply. Services and features vary based on service level. Channel availability depends on level of service and equipment.

Certain programming may be unavailable due to programmer restrictions or blackouts. Pricing and programming subject to change. Taxes and fees extra. Services subject to all applicable service terms & conditions, subject to change.

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Areas Served: Cities of Belleair Beach, Belleair Bluffs, Clearwater, Dunedin, Gulfport, Indian Rocks Beach, Largo, Madeira Beach, Oldsmar, Pinellas Park, Safety Harbor, Seminole, South Pasadena, St. Pete Beach, St. Petersburg, Tarpon Springs, Treasure Island; County of Pinellas; Towns of Belleair, Belleair Shore, Indian Shores, Kenneth City, North Redington Beach, Redington Beach and Redington Shores, FL



- 1193 BTN - Extra2
- 1194 BTN - Extra3
- 1195 BTN - Extra4
- 1198 PAC-12 Arizona
- 1199 PAC-12 Bay Area
- 1200 PAC-12 Los Angel..
- 1201 PAC-12 Mountain
- 1202 PAC-12 Oregon
- 1203 PAC-12 Washington
- 1204 TVG
- 1371 MAVTV
- 1791 ESPN College Ext..
- 1792 ESPN College Ext..
- 1793 ESPN College Ext..
- 1794 ESPN College Ext..
- 1795 ESPN College Ext..
- 1796 ESPN College Ext..
- 1797 ESPN College Ext..
- 1798 ESPN College Ext..
- 1919 BeIN SPORTS Espa.. *

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Ancillary and Premium Services

PREMIUM CHANNELS (PER MONTH)

Add to Spectrum TV Basic, Spectrum TV Select, Mi Plan Latino and Spectrum TV Choice Packages

EPIX	\$6.00
HBO	\$15.00
Showtime	\$10.00
Cinemax	\$10.00
TMC	\$5.00
STARZ & STARZ ENCORE	\$9.00

PAY-PER-VIEW AND ON DEMAND

For a full listing of On Demand programming, go to Spectrum.net/ondemand or go to Channel 1. Please see your interactive guide for title-specific pricing prior to ordering or call 1-855-70 SPECTRUM. Rates for transactional movies, adult programming & events vary. Many programs Available through On Demand are free.

INSTALLATION/SERVICE CALL FEES

Primary installation/Reconnect (when truck roll required)	\$59.99
Reconnection Fee	\$4.99
Self-Installation	\$19.99

*Applies to each instance of primary or custom installations, reconnects, or additional service calls.

MISCELLANEOUS CHARGES (PER MONTH)

Broadcast TV Service Charge	\$27.00
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*The broadcast TV service reflects charges assessed to Charter by broadcast TV stations. It applies to all Packages with basic service.



SPECTRUM EQUIPMENT RENTAL AND OTHER SERVICES (PER MONTH)

Spectrum Receiver and Remote (per outlet)	\$8.99
Secure Connection (per receiver or CableCARD)	\$1.00
DVR Service (1 DVR Receiver)	\$12.99
DVR Service Package (2 to 4 DVR Receivers)	\$19.99
Cloud DVR Plus	\$9.99

Customers who subscribe to Spectrum Basic-only services are not required to lease a Spectrum receiver

The secure connection fee covers those measures Spectrum employs to manage and secure the connection Between Spectrum’s system and the Spectrum receiver and other devices Subscriber uses to access Spectrum’s Services.

Access to certain digital channels in systems with switched digital technology require a receiver, as HDTV’s Equipped with Cable CARDS cannot access certain digital channels requiring two-way communication.

Customers who subscribe to DVR Service are required to lease a Spectrum Receiver

Customers who subscribe to Cloud DVR Plus are required to lease a Spectrum Receiver.

CURRENT STANDARD SERVICE OFFERINGS	MONTHLY CHARGE
Spectrum Internet (300 MBPs X 10 MBPs)	\$74.99
Spectrum Internet Ultra (500 X 20 MBPs)	\$94.99
Spectrum Internet Gig (940 X 35 MBPs)	\$114.99

Current limited Eligibility Service Offerings

Spectrum Internet Assist (30 MBPs X 4 MBPs)	\$17.99
Spectrum Internet 100 (100 X 10 MBPs)	\$59.99

Internet service offerings include access to certain Spectrum out of home WiFi at speeds up to a maximum of 3 MBPs X 1 MBPs. Speeds based on wired connections and present the maximum download and upload speeds for each offering. Wireless speeds may vary. Available speeds may vary by address. Certain customers may need to upgrade their modem. Call (866) 991-3044 to see if your Modem needs to be replaced.

Go to Spectrum Spectrum.com for other pricing promotions and options bundled with other Services, like video and phone services.



OTHER CHARGES AND TERMS

Data included with monthly charge	Unlimited
Charges for additional data usage	No Charge
Modem or gateway lease, if applicable (Customers may use their own modem or gateway) To review our policy go to Spectrum-modem.policy	No Charge

STANDARD ONE-TIME CHARGES

Hourly Labor Charge	\$59.99
Standard Installation Fee	\$59.99
Spectrum WiFi Pod Installation	\$59.99
Standard Self-Installation-Service Activation Charge	\$19.99
Change of Service – Special Trip	\$59.99
Reconnection Fee	\$4.99

UNRETURNED EQUIPMENT FEE

Modem (wired & wireless)	\$60.00
Wireless Router	\$76.00
Spectrum WiFi Pod	\$64.00
EPON ONU	\$95.00