

Wi-Fi/Cable TV Frequently Asked Questions

- 1. Can we secure our network so outside or unauthorized users cannot access it?** Yes, the Resort can password protect the system and set and change passwords on a regular basis (quarterly, etc). The Office and Board will work together to develop a simple and secure method to set and change passwords so that it is easy to understand yet effective.
- 2. Can the Resort monitor Wi-Fi Usage?** Yes, with the new radio/tower equipment Hargray is proposing, there is an associated Dashboard that can monitor usage and prepare reports that outline heavy usage periods either weekly or monthly by unit.
- 3. How will this upgrade improve performance in the Resort?** Our existing system has a limit of 75 users on each of the 18 access points (towers). The current capacity of each tower is 10Mbps down, 1 Mbps up (with two exceptions of 20 down, 2 up). The existing towers provide slow and sometimes unreliable service. Now, whoever gets onto the tower radio first, gets the most bandwidth. Under Hargray's proposal, they will install an entirely new "mesh" system with 19 new towers (access points) and new radios on the existing 18 towers. Then, the entire data demand will be spread across the resort. The capability will be upgraded to a symmetrical 100Mbps down, 100 Mbps up. Ruckus (the radio manufacturing company) engineers designed the proposed system that wirelessly transmits data to the central hub (at the clubhouse) where it is sent by fiber to the Hargray Network Operations Center. Additionally, wireless apps will monitor usage and ensure a network that will not only deliver reliable and adequate capability now, but also allow for increases in capability as needed.
- 4. If an owner wants to run a business or do a lot of streaming, is there an option for these Power Users?** Yes, they can rent a DSL modem and plug it into their phone line on their pedestal. Price varies but there is currently a Residential promotional special of \$29.99/month for 6 months with a rate adjustment after that to \$69.99/month.
- 5. How will my Wi-Fi service be affected if we have numerous devices in our Coach – iPads, computers, iPhones, etc.?** Each new radio access point is capable of handling 2000 sessions (one session per device), and there will be 37 access points in the resort.
- 6. How long will it take to upgrade the Wi-Fi and will there be disruption to the existing service during installation?** Approximately one month after we give Hargray the go-ahead. The resort is responsible for building the additional 19 towers at an approximate cost of \$500. There will be some disruption to current service during the upgrade, but Hargray will attempt to minimize that disruption.
- 7. Can the Resort include a Performance Guarantee in the new Contract?** Yes. This will be an essential part of the new contract. Exactly how it will be worded is under discussion, but Hargray is aware of this requirement and they have similar agreements with other customers.

8. **Will this technology provide for future needs at the Resort if demand changes?** Yes, the new capability that Hargray will install allows for increased service (throughput) via software installed in the clubhouse. We can direct them to increase the capacity throughout the resort and it can be accomplished almost immediately. In the next year we will monitor the resort usage to see if an increase is warranted.
9. **What is included as part of the Cable TV upgrade?** Hargray will provide the Deluxe lineup (63 Digital, 38 High Definition, 46 Music channels). In order for each Coach to receive this lineup, Hargray has to replace approximately 11-13 Line Extenders throughout the property. Analog service will continue.
10. **Can we get the tennis channel as part of our basic Cable TV package?** The tennis channel is not available to Hargray as part of the basic package. It is not in the basic tier because of the high rates that the Tennis Channel charges.
11. **Has Hargray's customer service improved?** Hargray has worked to improve customer service by bringing the call center in house and increasing employees. When calling, the hold time is expected to be less than 1 minute. This and other performance guarantees will be written into the Service Level Agreement in the new contract.

COST: Current cost is \$18.30 per lot per month. The Hargray contract will end on May 14th. Costs will increase by \$5.84/month - TOTAL of **\$24.14** per lot per month if we sign a new contract, continue with existing service and DO NOT upgrade.

Upgrade will cost **\$28.54** per lot per month.