

Southwood Internet Task Force Meeting  
February 15, 2011 6:00PM  
Southwood Community Center

The meeting was opened by the Task Force Chairman at 6:04PM.

An announcement regarding the comment forum was made. Homeowners who wished to provide comments were asked to write their comments on a form.

Discussion regarding a survey of Homeowners took place among Task Force members. One of the primary questions was what to do with the results? If the results are inconclusive then there is not a clear mandate or direction from the homeowners. It was recognized that the survey of Homeowners would be informational only and would not be considered a binding referendum.

A draft of a survey was discussed and refined. Input from several Task Force members was included in shaping the draft survey that was produced from this meeting.

The opt-out clause was discussed. What would be done with this, whether or not to have an opt-out clause, and if it is included, then what percentage would be the appropriate percentage. The bids that came in were based upon a 10% opt-out under one of the pricing scenarios offered to the Southwood Community. The Task Force was told that the HOA Board direction was that an opt-out is an option.

The merits of the survey were discussed. The decision was made to move forward with a survey.

The discussion turned to what to do if Southwood would change providers or stop service, how would the Task Force make it seamless? Discussion followed for a short time, it was decided that was something to be addressed at a future point. It was decided that this issue is something that is several steps away.

Task Force members asked if there was time to do a survey and negotiate a contract. If the survey is combined with a HOA dues assessment then it would take away some of the time available to the Task Force before the May 31<sup>st</sup> date of the current contract expiration. The Task Force was informed that the HOA Board fully supports the Task Force and the cost of doing a separate mailing would be considered a reasonable expense in order to have a better feel for Homeowner wants. A separate mailing was decided upon.

The Task Force agreed that the final survey would be drafted based upon the discussions which took place at the meeting by the Chairman and Homeowner Association Staff.

The next meeting was set for March 8<sup>th</sup> at 6:00PM in the Southwood Community Center.

The meeting adjourned at 7:10PM

Respectfully Submitted,

Carl Mikyska

Southwood Internet Task Force Meeting  
March 21, 2011 6:00PM  
Southwood Community Center

The meeting was opened by the Task Force Chairman at 6:07PM.

The meeting scheduled for March 8<sup>th</sup> had been cancelled by the Chairman due to the survey being available to Homeowners and the end date of the survey had not arrived (end of survey is March 31<sup>st</sup>). Since there was not much for the Task Force to discuss, the meeting was cancelled.

The meeting was opened with a discussion of the results of the survey to date. As of the meeting the Homeowners Association Staff had received 400 responses out of approximately 1400 homes. The chairman expressed surprise at the response rate and indicated that the community is clearly interested in this issue. The survey results at the time of the meeting were approximately 80% for a master agreement. The chairman announced the general purpose of the meeting was to arrange for a set of three choices at a future meeting and this meeting was to establish the ground work for the future meeting. The Task Force will have three choices: select Century Link to provide internet service; select Comcast to provide internet service; or to not have a master agreement. Since the original offers from Comcast and Century Link were of different timeframes and for different service speeds it was difficult to compare the services offered. This meeting was to set parameters for each provider to bid on and each provider would be offering essentially the same service. This will allow the Task Force to compare two similar services.

The Task Force agreed that each offer would be for the full price (including taxes) for the bids. A question was raised about the future of service options such as wireless internet service similar to what can be accessed through a cellular phone? It was agreed that due to the fast nature of technology changes that a shorter term contract would be desirable when reviewing bids for the internet service. It was agreed that a three year term for the internet offers was decided upon and each provider will be asked to make a bid based upon a three year commitment. A tentative date for hearing best and final offers from internet service providers was set for April 7<sup>th</sup>. This is contingent upon the providers being able to attend a meeting at Southwood on the 7<sup>th</sup>.

Since Century Link has a slower internet speed currently and the Task Force is interested in higher speeds, the ability of Century Link to even bid and offer faster speeds was discussed. The question was raised as to whether or not Century Link could bid and offer in their bid a faster speed than they currently have available in Southwood. As a matter of being able to compare services, it was decided to ask Century Link to bid on 10 Mbps speed with the promise of installing the necessary equipment by a specific timeframe that would allow the higher speed service. The third quarter of 2011 was suggested as this was the timeframe Century Link stated for their service upgrades at the first providers' presentation. The question of how to enforce the upgrade of equipment by a particular time was discussed. Also discussed was how to handle service performance issues and how this would be addressed in a contract. Discussion ensued and the Task Force arrived at the conclusion that the full Homeowners Association Board would handle the contract details with the assistance of the HOA lawyer.

The Task Force agreed that the bids would be for 100% participation of the Homeowners. There would not be an opt-out provision.

A Homeowner raised the question, what if we go with Century Link and they fail to meet the speed upgrades by the time specified? Then we have lost all ability to negotiate a contract with Comcast. A Task Force member pointed out that both companies were very hungry to get this contract and it would not be a problem to negotiate a contract that is favorable to Southwood with another provider if that was necessary.

A Homeowner offered that Comcast provides service to his home and he has gone 11 months without a service interruption.

A Task Force member pointed out that Comcast is offering more speed per dollar when comparing price to Mbps of service.

A condition of the bid would be that the offers include free internet service to the community center/pool and the Homeowners Association offices.

A Homeowner pointed out that it appeared that the Task Force was getting stuck. His observation was that the group was based around having a contract and that we don't necessarily need a contract. A Task Force member pointed out that the no contract option will always be considered through the end of the process as a matter of comparing options.

The next meeting date was tentatively set for April 7<sup>th</sup>, 6:00PM at the Community Center.

The meeting closed at 6:58PM

Respectfully Submitted,

Carl Mikyska