

Optimum Bulk Service Agreement (BSA) Frequently-Asked Questions, Updated April 15, 2024

Details about the BSA are accurate to the best of our knowledge as of April 15, 2024. Final details are subject to change. This document will be updated with more information about the BSA as it becomes available.

Q-1 What is the proposed Optimum agreement?

A-1 The Darkhorse Owner's Association is in discussion with Optimum and the Lake of the Pines Association (LOPA) on a Bulk Service Agreement (BSA) that will deliver greatly-discounted Internet and cable television services to all DHOA members. Once approved, the agreement is expected to go into effect sometime in 2024.

Q-2 What are the benefits to DHOA members?

A-2 Darkhorse residents potentially can save hundreds of dollars annually on their Internet and TV bills while receiving faster speeds and expanded channel offerings. Having the service in place means that Darkhorse properties will be more attractive to potential buyers, benefitting new home builders and unimproved lot owners as well as residents.

Q-3 What is a Bulk Service Agreement and how will it work for Darkhorse?

A-3 A Bulk Service Agreement is a contract between a homeowner's association and a Service Provider to provide standard Internet/cable service to all members of the association. In March 2024, LOPA concluded a BSA with Optimum. DHOA have been in conversations with LPOA to extend the agreement to include Darkhorse. Fees will be added to the annual DHOA assessment for each served property. Instead of negotiating a separate agreement with Optimum, DHOA will pay LOPA every month for the bundle of services delivered to each home in Darkhorse.

Q-4 How can DHOA do this, why hasn't it been done before?

A-4 This type of agreement is common in newer HOAs. The infrastructure is in place within Darkhorse and the economic benefit to members is compelling. Before we can take advantage of the BSA, an amendment to the DHOA Covenant, Conditions and Restrictions (CC&Rs) must be approved by the Association membership. This will empower the DHOA Board to conclude an agreement with LOPA to provide Internet and cable TV services.

Q-5 Why Optimum? Might other providers be interested in such an agreement?

A-5 LOPA have approached several different providers who will extend services only if they're paid the cost of infrastructure improvement, estimated to be about \$8-9MM. Residents would still pay for monthly services. The Return-On-Investment (ROI) for a new provider is not feasible, but this agreement does not preclude

any other provider from doing so in the future. More options for service providers will be considered toward the end of the five-year term of the BSA.

Q-6 What is included in the basic package?

A-6 Internet services: unlimited 400mbps with Wi-Fi. Cable: 225+ channels, including twelve local channels, basic sports channels (ESPN, ESPN2, NBCSA, NBCSBA, FOX Sports 1, NFL Network, Outdoor, Golf Channel) and HBO Max. Required devices, such as modems, extenders, and cable boxes will be included. Some of the more popular options beyond the basic package include 1GBPS (1000MBPS), Sports Package, Select and Premier Cable, VOIP Phone (home phone), and several more.

Q-7 Will DHOA members still get a monthly Optimum bill?

A-7 DHOA members will no longer receive an Optimum bill as long as only the basic Optimum package is in place. If you elect for enhanced services – faster speeds, more channels, phone service – you’ll be billed for those services by Optimum directly. There will be a set pricing schedule for services provided beyond the basic package. Owners of unimproved properties will not be charged, of course.

Q-8 Is 400MBPS fast enough, I heard I may need 1GBPS at my house?

A-8 Most households in the US really only need no more than 200MBPS, very few households actually need more than 400MBPS. There are many tools online to determine what speed you may need.

Q-9 What if I don’t want to use Optimum, do I still pay? Can I opt-out of the agreement?

A-9 UPDATE April 2024. Our proposal to LOPA is as shown, below:

Property status	In or Out?
Undeveloped	Out
Existing home	Opt-out prior to initial rollout
New home, after initial rollout	In
Ownership change	In

Opted-out properties can opt-in at any time. Any properties “in” the agreement will remain so until the end of the contract period = December 2029. The cost of the contract will be included in your DHOA assessment. Note that handling of opted-out properties is different from the arrangement within Lake of the Pines, where no property owners can opt-out, including owners of (the very few) undeveloped properties in that development.

Q-10 What does the Association gain? Will the Association get revenue?

A-10 DHOA will not benefit directly, but the membership as a whole will realize thousands of dollars in savings each year. A typical household will see savings in excess of \$1,000 annually. There is no hidden benefit or revenue to the Association or the DHOA Board of Directors.

Q-11 What kind of savings can a typical DHOA member expect to realize?

A-11 Your results may vary, but the following example is from an actual Darkhorse resident who expects to receive much faster Internet and more TV channels while saving over \$109 per month:

- Current payments of \$161.27 = \$76.84 per month for 50 Mbps Internet service from Optimum plus \$84.43 per month for 120+ channels and 12 local channels from Dish Network
- Pricing under the BSA would provide much faster Internet and more TV channels for \$52 per month (including TiVo service at \$10 per month)

Q-12 What about the quality of service that Optimum provide? In the past, there have been many complaints about Suddenlink/Optimum.

A-12 It is no secret that many in our community had issues with Suddenlink in the past. Optimum have corrected many of these issues over the last several years, and unarguably the service has improved. Optimum have increased the number of technicians in our area. Once we are on-board, Darkhorse will have access to a dedicated service representative. Communication/distribution nodes will be upgraded to the latest standards and new 72-hour battery backup to the nodes will be installed.

Q-13 What are the specific, contracted fees that DHOA members must pay through the BSA? What's to keep Optimum from raising prices every year like they do today?

A-13 Any future price increases are limited by the contract. Monthly charges – which will be added to your DHOA assessment – are as follows:

- Jul-Dec 2024 \$42.00/month
- CY/FY 2025 \$42.00/month (no increase)
- CY/FY 2026 \$42.63/month (\$.63 increase/month)
- CY/FY 2027 \$43.91/month (\$1.28 increase/month)
- CY/FY 2028 \$45.23/month (\$1.32 increase/month)
- CY/FY 2029 \$45.89/month (\$.67 increase/month)

Q-14 What is the timeline for having properties connected with up-to-date equipment, boxes, installation and troubleshooting?

A-14 We anticipate it will take 90-120 days to complete the installation for the community. DHOA will not be billed until the installation is complete. A target date for completion is TO BE DETERMINED, but expected to be in late 2024.

Q-15 Will Optimum install a box for the first TV and stream to other TVs? Or will all the TVs have a box and cable wire to each box/TV. How many TVs can you have?

A-15 TO BE DETERMINED.

Q-16 What is the cable package, what and how many channels will be included?

A-16 The 'Value TV" will be the package with the HBO Max included, a \$110.00 value.

Q-17 Is fiber planned for this community?

A-17 While it may be desirable to have fiber to the house, there are very few instances where it would be required and Optimum have no plans to upgrade to a fiber infrastructure.