

Mirage Heights HOA Owner Survey about Cox Cable Renewal

MIRAGE HEIGHTS HOA Fountain Hills, AZ 85268

Sept 29, 2020

RE: COX CABLE SURVEY OCTOBER 2020

Dear Unit Owners:

We Need to Hear from You!

Our Cox Cable TV contract is up for renewal on November 1, 2020 to be effective February 1, 2021. We have four options (in no particular order):

- #1 Cox Cable TV Only with Two Premium Channels
- #2 Cox Cable TV with Two Premium Channels + Internet
- #3 Cox Internet only (NO cable TV)
- #4 No Cox Cable (NO TV, NO Internet, NO Equipment)

We need your input as soon as possible. Please reply no later than October 12th in the following manner:

- Step 1: Review all the detailed information in the attachment
- Step 2: Vote for just ONE preferred option - either #1, #2, #3, or #4 Each unit gets ONE VOTE!
- Step 3: Send in your ONE VOTE by email, fax, or USPS to Lee Ann Morlan at Trestle Management:

- BY EMAIL " Reply" only to the Trestle e-blast
- BY FAX (480) 522-1221
- BY USPS Lee Ann Morlan
Trestle Management Group
450 N. Dobson Road Suite #201
Mesa, AZ 85201

Thank you in advance for your participation in this important survey.

Sincerely,

Tess Sufka, President

PLEASE INDICATE YOUR PREFERENCE BY SENDING THE OPTION NUMBER YOU LIKE TO TRESTLE	Option 1	Option 2	Option 3	Option 4
Your Options:	<u>MHHOA provides Cox Cable TV Only with Two Premium Channels</u>	<u>MHHOA provides Cox Cable TV with Two Premium Channels + Internet</u>	<u>MHHOA provides Cox Internet Only (NO cable TV)</u>	<u>MHHOA provides NO Cox (NO TV, NO Internet, No Equipment)</u>
Programming:	MHHOA provides Contour TV channels + HBO + Showtime	MHHOA provides Contour TV channels + HBO + Showtime	MHHOA provides no TV	MHHOA provided Cox cable TV will end on January 31, 2021
Internet:	MHHOA provides no Internet ----- Unit Owner pays out-of-pocket for Internet but can suspend off season	MHHOA provides Cox Preferred Internet (150 Mbps) ----- Internet service cannot be suspended off season	MHHOA provides Cox Preferred Internet (150 Mbps) ----- Internet service cannot be suspended off season	MHHOA will provide no Internet service
Provided Equipment: (Can pick up locally or be mailed for free self-installation)	MHHOA will provide free of charge: One Contour 2 box One mini box	MHHOA will provide free of charge: One Contour 2 box One mini box One Panoramic Modem/Router for full Wi-Fi connectivity	MHHOA will provide free of charge: One Panoramic Modem/Router for full Wi-Fi connectivity	All current MHHOA provided TV boxes must be returned to COX unless unit owner continues Cox services and equipment by paying out-of-pocket
Cost to MHHOA and All Unit Owners:	MHHOA bulk rate will be \$35/month per unit (currently \$39) for one year Unit owners can upgrade Cox TV and buy Internet service out-of-pocket ----- <i>The regular non-bulk cost of Contour TV (without the premium channels and TV boxes) is \$91.49/month – the 12 month only intro rate is \$69.99/month</i>	MHHOA will assess each unit owner an extra \$25/month for Internet service Unit owners can upgrade Cox TV and Internet services out-of-pocket ----- <i>The regular non-bulk cost of Cox Contour + Preferred 150 Internet services (excluding premium channels and equipment) is \$166.48/month – the 12 month only intro rate is \$109.99/month</i>	MHHOA bulk rate will be \$30/month per unit for one year Unit owners can upgrade Cox Internet and buy TV service out-of-pocket ----- <i>The regular non-bulk cost of Cox Preferred 150 Internet (excluding modem/router) is \$87.99/month – the 12 month only intro rate is \$59.99/month.</i>	Unit owners pay for all desired TV, Internet, premium channels, and related equipment out-of-pocket. For product examples see www.cox.com/residential or other provider websites ----- <i>Important: Do NOT assume you can use a satellite dish service. Federal law and HOA architectural controls regulate how and where a satellite dish can be placed on HOA property.</i>
Cox Contract Terms:	5 Year contract Rate lock for one year 5% annual increase thereafter 'No penalty' cancellation after first year	5 Year contract Rate lock for two years 3% annual increase thereafter	5 Year Contract Rate lock for one year 5% annual increase	Unit Owners must sign a contract with their choice of TV and Internet services providers. Check with the provider for seasonal discounts to lower your annual cost.