

Sanibel Harbour Tower South Condominium Association (BayViewTower)

Cable TV/Internet/Telephone Usage Survey

As part of our negotiations with the local providers (Comcast/Embarq) of cable, internet and telephone services we are conducting a survey to determine the type of services our owners most frequently subscribed to on their own and the price they currently pay for these services. The Association is exploring the option of providing some of these additional services through a bulk contract for the entire building. The intent is to provide these services at a lower rate than each owner is able to negotiate on their own.

We are asking you to complete the following survey to provide us important information on how we might proceed in our negotiations with these companies. Your cooperation will be helpful in our efforts to determine if we should add any additional services or negotiate an agreement only for basic cable television.

As part of your quarterly assessment, the Association pays for a basic cable service for each unit in the building. These are known as "bulk services" since it is paid directly by the Association for each owner. The Condominium Declaration provides the Association the right to collect assessments for this purpose in order to negotiate a lower rate from the companies that offer these services in our area. For the past five years, the Association has maintained an agreement with Comcast to provide cable television to our building. The current contract with Comcast has expired and is currently on a month to month basis.

Under the current agreement Comcast provides a basic analog service which includes approximately 72 channels. The basic service does not include any additional upgrades such as digital cable, on demand movies, high definition or a digital video recorder. These services are available through Comcast at an additional price billed directly to the owner.

If you own more than one unit, please complete a separate survey for each unit.

In lieu of mailing back this form, you may complete this survey online at <http://www.zoomerang.com/Survey/?p=WEB229D5PMAJX5>

If mailing, please return the survey to Island Management with your Owner Information Form:

Island Management
P.O. Box 100
Sanibel, Florida, 33957

SURVEY

1. What is the average monthly cost of your cable TV bill?

\$

2. In addition to the Comcast basic service provided through your assessments, do you subscribe to the optional Digital Service for the main television in your unit (typically \$16.95 for the first outlet)

- Yes
- No

3. In addition to the main television in your unit do you have any additional TVs that have the digital cable box (typically \$6.95 per month for each additional TV)? If so, how many?

- None
- One Additional TV
- Two Additional TVs
- Three Additional TVs

4. Do you subscribe to the optional HDTV (High Definition) Service for the main television in your unit (typically \$6.95 for the first outlet)?

- Yes
- No

5. In addition to the main television in your unit do you have any additional TVs that have the HDTV (High Definition) Service (typically \$6.95 per month for each additional TV)? If so, how many?

- None
- One Additional TV
- Two Additional TVs
- Three Additional TVs

6. Do you subscribe to the optional Digital Video Recorder (DVR) Service for the main television in your unit (typically \$15.95 for the first outlet)?

- Yes
- No

7. In addition to the main television in your unit do you have any additional TVs that have a Digital Video Recorder? If so, how many?

- None
- One Additional TV
- Two Additional TVs
- Three Additional TVs

8. I subscribe to the following Premium Channels.

- No Premium Channels
- Showtime
- Starz
- HBO
- Cinemax
- The Movie Channel
- Other, please specify: _____

9. I subscribe to the following Entertainment Packages.

- No Entertainment Packages
- Howard Stern – typically \$10.99 per month
- Here! – typically \$7.99 per month
- Filipino – typically \$7.99 per month
- Disney Family Movies – typically \$5.99 per month
- Other, please specify: _____

10. I subscribe to the Sports Entertainment Package - typically \$5.00 per month.

- Yes
- No

11. How many months during the year do you subscribe to any of the additional cable TV services noted in the previous questions?

- 12 months
- 10 months
- 8 months
- 6 months
- 4 months
- I do not subscribe to any additional services
- Other, please specify: _____

12. Do you subscribe to a high speed internet service in your unit?

- Yes
- No

13. If you have a high speed internet service, which company provides your service?

- I do not have internet service
- Comcast
- Embarq
- Other, please specify: _____

14. If Comcast is your internet provider, which plan do you have?

- I do not have internet service or Comcast is NOT my provider
- Economy Internet Service - typically \$24.95 per month
- Performance (up to 12 Mbps downloads with PowerBoost®) - typically \$19.99 per month
- Performance (up to 12 Mbps downloads with PowerBoost®) – typically \$42.95 per month
- Performance PLUS (up to 16 Mbps downloads with PowerBoost®) - typically \$52.95 per month
- Other, please specify: _____

15. If Embarq is your internet provider, which plan do you have?

- I do not have internet service or Embarq is NOT my provider
- 768K - Up to 768k download / 384k upload – typically \$29.95 per month (\$19.95 bundled)
- 1 .5M - Up to 1 .5M download / 512k upload - typically \$34.95 per month (\$24.95 bundled)
- 3M - Up to 3.0M download / 640k upload - typically \$39.95 per month (\$29.95 bundled)
- 5M - Up to 5.0M download / 768k upload - typically \$49.95 per month (\$39.95 bundled)
- 10M - Up to 10.0M download / 896k upload - typically \$54.95 per month (\$44.95 bundled)
- Other, please specify: _____

16. How many months during the year do you subscribe to the internet services noted in the previous questions?

- 12 months
- 10 months
- 8 months
- 6 months
- 4 months
- I do not subscribe to any additional services

17. Which company provides telephone service to your unit?

- Embarq
- Comcast
- Other, please specify: _____

18. If Comcast provides your telephone service, which plan do you have?

- Comcast is NOT my telephone service provider
- Comcast Unlimited® - typically \$39.95 per month
- Comcast Digital Voice® Local - typically \$24.95 per month
- Other, please specify: _____

19. If Embarq provides your telephone service, which plan do you have?

- Embarq is NOT my telephone service provider
- EMBARQ® Basic Home Phone Service – typically \$29.95 per month
- EMBARQ® Basic Home Phone Plus – typically \$34.95 per month
- Unlimited Nationwide Long Distance – typically \$15.00 per month
- Other, please specify: _____

20. If another company besides Embarq or Comcast provides your telephone service, what type of service do they provide?

- Unlimited local service only
- Unlimited local and long distance service only
- Other, please specify: _____

21. If the Association Board was able to negotiate a bulk service contract with a cable/internet/telephone provider at a lower cost than what is currently available to each owner on an individual basis, would you vote to allow the Association to include these costs in your quarterly Association dues?

- Yes
- No

22. What is the average monthly total of your telephone bill (not including long distance charges)?

\$

23. Please provide us any additional comments.

24. Unit Owner Information

- Name: _____
- Unit#: _____
- Email address: _____
- Phone: _____

Thanks for your input!