

Silver Lakes Community Association

A Corporation Not-for-Profit

Special Meeting of the Board of Directors

November 15, 2021 7:00PM

Virtual Meeting via Zoom

In Attendance:

Robert Garcia	President
Daron Fitch	Vice President
Vicki Minnaugh	Treasurer
Terrie Allison	Secretary

Directors:

Ray Whittier	
Rick Collum	<i>Absent</i>
Laura Santiago	

Also In Attendance:

Robert Moses	Pines Property Management
John Stevens	Counsel for the Association
Cathy Balenovic	Community Affairs Director

Board of Directors Meeting - Call to Order

Meeting call to order by President, Robert Garcia at 7:08

Robert welcomed everyone to the meeting. He advised this meeting was being held to discuss the Blue Stream Fiber Contract and the build out process.

Terrie Allison conducted Roll Call.

Robert Garcia addressed the opt out.

He advised the RFP's were generated in great detail. To bring Fiber to SL, 150 miles of cable is very expensive. 5 vendor bids were reviewed. All vendors came in with same response, 100 % participation because of the financial impact of laying the fiber.

John Stevens advised the meeting is for SilverLakes residents only.

Adam, from Communications Consulting Group, reviewed the Penetration Report, with data provided by Comcast with services that residents are currently using; ie how many residents are using HBO? How many residents have opted in/opted out and for those who have opted out, what provider are they using? Out of 5, 186 units, 92% has opted in. 412 units have opted out, 8%. Out of the 412 opted out, 231 are using Comcast for video, 209 are using Comcast for internet. These subscribers are paying full rate. 181 do not have any services from Comcast, which is 3%.

Therefore, the sound decision was to have a 100% opt in to better negotiate. The BOD has to make a decision for the overall betterment of the community. This next contract involves fiber build out. All homes will have fiber.

Daron Fitch asked Adam how many accounts have opt out options. He responded it is very rare to have opt out options. Fiber build out requires 100% participation due to cost involved.

Daron explained why the last contract offered opt out, infrastructure was already in place. This contract requires fiber built out, which is a 5M investment.

Joe Canavan, CEO, introduced himself and shared a presentation on Blue Stream Fiber. Key items:

- The proper introduction of Blue Stream to the community is critical to building initial confidence in the residents
- The committee has sent a list of requested information to BSF to respond to.
- BSF is providing responses to those requests as well as additional thoughts on the introduction activity and communications.
- Goal: To establish agreement on the introduction plan so that it can be executed after the Nov 15th BOD Meeting.

He reviewed maps for installation, design meetings, permitting and communication with the BOD and to residents, penalties for Blue Stream Fiber if they do not meeting deadlines.

He reviewed Whole Home Coverage that is included with Fiber Internet Service.

Key 90 Day Dates:

- Tonight's Meeting
- Communication to begin on Nov 19th (email welcome kit or mailed)
- Town Hall-Starting Nov 29th. (M-TH for two weeks)
- Backbone and Phase 1 Design Reviews, December 2021
- Backbone Construction Start in January 2022
- Phase 1 Design Reviews, January 2022
- Phase 1 Communities Start, February 2022 or sooner
- Retail Education and Support

Joe also reviewed the Construction Escalation Process and the Resident Communication Process. The Town Hall meetings will be held at the Floridian Ballroom, 17850 NW 2nd St in Pembroke Pines Monday-Thursday: Nov/29-Dec/2 & Dec/6-Dec/9

Communication Materials were also reviewed as well as Customer Education.

Daron Fitch advised Adam that there are misconceptions about Blue Stream reviews. Can he address those negative reviews compared to the product SL will be receiving. Adam advises Blue Stream Fiber always tries to contact unhappy customers to resolve issues. He advised there are positive reviews as well.

In Coral Spring and Weston, customers do not have fiber yet as they are not purchasing as bulk.

The BOD checked with Grand Palms down the street to see how their experience has been, and other communities.

Joe explained that they have an A+ rating with the Better Business Bureau for customer complaint resolution.

Robert Garcia opened meeting for Q & A. He asked residents to state their name and sub association and to recognize the contract has already been awarded.

Kitty-Coconut Sound

Wants to keep Comcast and wants opt out

Robert Garcia explained everyone pays for the maintenance of the Community Pool regardless of an individual homeowner using it or not, etc.

John Stevens reiterated the contract has been signed and there will be no opt out. This was discussed at previous meetings. The meeting tonight is to meet Blue Stream Fiber and hear about their service and roll out.

Robert Garcia explained the audience is large and everyone will be limited in time so everyone has a chance to speak. He also advised the cost is currently \$67 a month.

Michael-Coconut Sound

Wanted to know has anyone ever used Blue Stream Fiber?

Robert Garcia advised all vendors had to put penalty clauses in their contracts. For example, Comcast did not meet certain deadlines and there were no penalty clauses. Now, we have implemented penalty clauses.

Goldman-Coconut Shores

Where will the digging take place? Where can we see channel line up?

Joe advised the digging will be in the area where lines already exist. Utility companies will be advised to mark areas where existing cables/lines are. Disturbed landscaping will be fixed if damaged. Channel line up will be provided on Nov 19th and will also be available on the SL website.

Daisy-Bermuda Village

Questioned length of contract

Robert Garcia explained that all vendors had ten-year contract due to cost of building out fiber. BOD started process now, so the only option wasn't Comcast if we waited until current contract almost expired.

Daisy asked why communities were not canvassed like what was done for the Club House?

John Stevens explained the SL process-that elected members vote on behalf of the residents, per the docs.

Robert Garcia explained when the docs require a canvas, the community is canvassed. The Club House was canvassed because the BOD could not vote on a loan for the project.

Daron Fitch also advised that residents have time to leave current private contracts before the Blue Stream Fiber contract begins. Daron advised of all the back work involved, meeting all the vendors, visiting work places, holding meetings, negotiating, etc. Daron also advised if TV becomes obsolete, they can back out of that in the contract

Mike-Coconut Key

Will there be a gap between Comcast and Blue Stream Fiber? And land line service? And streaming?

Robert Garcia advised no, there will not be a gap. Robert Moses explained there is a reduced rate from Comcast for land line, but it is not free. Joe advised there will be streaming, and there will be HD capability.

Greg-Treasure Sound

He advised he has a background in technology. We currently have 600 MPS, but technology in 2023 will be different. There will be 8K coming soon. Will the technology be 1000 MPS?

Robert Garcia advised a deal breaker with Comcast was Symmetrical Internet. It is therefore in the contract with Blue Stream Fiber that in 2023 whatever the current offering is, it will be given to SL.

Evelyn-Coconut Cove

Will Town Halls be held in 2022 and 2023?

Joe advised there will be more Town Halls as installation starts, etc. There will be information via email, newsletter and website as well.

Jose-Pelican Cay

Equipment question. What happens to Comcast equipment?

Joe advised Comcast has every homeowner drop off their equipment. Joe will try to set up a UPS drop off area. Boxing is not required.

Jose asked about the down time for the transition. Joe advised there will be no downtime. Current contract remains in place, Blue Stream Fiber will build out prior to Comcast contract expiring and then it is a quick switch.

Robert Garcia reiterated that is why the BOD started the process well in advance of Comcast's contract expiring.

David-Marina Pointe

He thought the meeting was Garbage Bulk Service Meeting. The agenda was not clear. Is fiber connected to modem?

Joe advised the fiber is connected to modem.

Ahsan-Tiffany Cove

What are options for late fee? Robert Moses explained this is in reference to existing cable, but not new cable. He opted out in 2017 and he wants to know. Robert Moses will address off line.

David-Coconut Key

The \$67 for first three years, what is the increase after?

Robert Garcia explained there will be increases/caps during the term of the contract.

Joe advised the increase will not surpass 3.75%

Daron Fitch also explained there will be a door fee for signing the contract and those funds will be used to off set the increases for residents.

David also asked about the WIFI mesh, WIFI 6, it may be different in 2023.

Joe advised the contract has provisions to protect the residents. 10 Gig, for example. Minimum speed protections, etc.

Steven-

He cannot get complete coverage from Comcast. If he needs additional pods, is there a cost for that?

Joe advised minimum WIFI speeds and pods vs price

4K content at a minimum with 3 pods. Additional pods are \$5 a month.

The mesh components are not extenders.

Steven mentioned his father lives in Kings Point and they have Blue Stream Fiber and he is very happy with the service

Mike-Coconut Key

Fiber optics will be run to my house, but I have wireless.

Joe explained modem can be wireless or hardwire as well.

Goldman-Coconut Shores

Regarding installation, do we have to have people in our homes or can we connect ourselves?

Joe said Blue Stream Fiber works to accommodate residents.

Darrell-

Question speeds

Joe 600 MPS, if speeds increase in 2023, Blue Stream Fiber will meet or exceed. Or additional speeds can be purchased.

Kitty-Coconut Sound

When will fess be assessed?

Robert Garcia advised new contract goes into effect, Jan 2024.

Mark-Enclave

This is a tough task for our BOD. He thinks they did a great job by hiring a consultant.

Antonio-Pelican Cay

He realizes 5,000+ residents cannot negotiate, but a survey can be taken. It seems like it happened overnight. He hopes in the future, residents will be surveyed.

We have hotspots with Comcast, will we have that with Blue Stream Fiber?

Joe advised no, that many businesses have WIFI, so Blue Stream Fiber investments differently.

Antonio asked if there will holes in the wall for installation?

Joe advised that this will be discussed at a Town Hall with map graphics.

Daron advised there were 5 proposals from 5 different providers with different prices and variables and pricing could not be divulged in order to get the best deal. A survey without all the details wouldn't work.

Evelyn-Coconut Cove

Will slide presentation be shared?

Especially concerning penalties.

Robert Garcia explained this will be available tomorrow via the website.

Greg-

Question about connectivity

Kelly advised they have pairing with National Network

Ray-

Can Town Hall be held via zoom

Kelly advised the meetings can be in person or zoom option

Any handicap residents, special arrangements can be made during installation.

Installers wear booties, masks and gloves

Robert thanked everyone for attending and thanked Blue Stream Fiber for joining.

More information will be on the SilverLakes website and provided during upcoming Town Hall meetings.

Motion to adjourn at 8:56

Motion to approve by Daron Fitch. Second by Laura Santiago.

Motion passes unanimously.

Meeting adjourned.

Respectfully submitted,

Cathy Balenovic
Director Community Affairs

Terrie Allison
Secretary