

Telecom Task Force Meeting

July 18, 2016

BellaVita Annex Meeting Room

The Telecom Task Force Meeting was called to order at 4PM. The members in attendance were: Bill Burdick, Nancy Triggs, Ruth Southard, and Fritz Ring, Lark Billick, Steve Anderson and Rex Hemme.

Three ComCast representatives were present an engineer, an account rep and the division manager.

The Task Force met with several representatives from Comcast to explore the direction Comcast is going. We also began to discuss potential options for the homeowners in BellaVita. In the next couple of months, the Task Force should receive information from Comcast that will enable serious dialogues with them.

One new item we learned from the recent meeting is that Comcast has created a Call Center with a special number for bulk contract customers (BellaVita homeowners are considered bulk contract customers). That number is **855-307-4896**. BellaVita homeowners should use this number for questions about billing, ordering, and technical support.

There was an update on the survey and the results were discussed.

The results of the first homeowner survey have been tabulated.

- Most people have 3-5 televisions
- Of those, half are Smart TVs
- Almost everyone has a computer and at least one cell phone
- Most homeowners are using the basic service provided by Comcast through the HOA assessment
- Email is the biggest reason for people to have internet
- Most people are satisfied with Comcast except for the price

A calendar of events was proposed.

The next meeting will be on Monday, September 19th at 4PM. There will be no August meeting.

The meeting was over at 6:00PM