

February 21, 2022

Aloha Paniolo Hale Owners,

Please review the updated information regarding how to obtain the new equipment for cable TV and internet from Spectrum.

The PH Board of Directors voted to enter into a new bulk TV and Internet service agreement with Spectrum. The new service was activated on **Jan 1st, 2022**, however as many of you discovered, what we were told and what was happening were two different situations.

I have been in contact with our contracting person and he has provided his personal contact information below for your use to report any problems with your installation. He will need some time to get all the accounts set up and any reprogramming to get Paniolo Hale fully set up for 4 and 5 G speeds. To compensate us for all this confusion, John is now providing a second set-top box for all units – one for the living area and one for a bedroom – at no additional charge.

John Matthews, Director (Sales)
Spectrum Community Solutions
Office # 440-788-2059
Cell# 404-734-4037
Email: jmathews@m3cable.com

What's Included:

1. Two Cable TV Set-top Boxes (Spectrum TV Bronze) – one box for the living area, includes a DVR recorder, and one for a bedroom.
2. Spectrum Ultra Internet with WIFI - up to 400 Mbps download / 20 Mbps upload
3. One internet modem
4. One WiFi router

THERE ARE 3 WAYS TO GET YOUR NEW EQUIPMENT:

1. **(Preferred method)** Pick up your equipment at the Spectrum Store located at The Spectrum store/shop at 18 Ulili St Suite D which is the road that goes left (as you are going out of town) right across from the plumeria farm and 7th Day Adventist church, in the same building as the Na Puuwai gym. They are open weekdays Noon to 5. If you bring your old equipment in for the exchange it can all be done in one trip.
2. Have the equipment mailed to your unit and you can self- install. As of this date that hasn't worked out so well. John is trying to get that option fixed for us. He's asked for a little more time for this option to actually work for us.

3. Request a professional install via Spectrum and you will be responsible for the install charge (estimate \$75). This one is harder than we thought as there is only one Spectrum tech on the island. I recommend option 1, the hookup requires a pair of plyers and willingness to read the directions to program the remote control. All connections are the same as the previous equipment. Take a picture of the cable connections before you disconnect. New cables are supplied with the new equipment.

The Paniolo Hale Association cannot contact Spectrum on any owners' behalf to set up accounts, order equipment, or troubleshoot any issues. Spectrum will only engage with the account's owner on record or authorizer listed on the account. **If you are an absentee owner**, Spectrum recommends you include your on island representative or Rental Agent as an authorizer.

As with our prior contract with Spectrum, the fee for basic cable and internet is included in your monthly HOA fee. If you elect to add any special packages or channels, you will be billed separately by Spectrum.

Owners who prefer to use their own modem or router should contact Spectrum to verify compatibility with their service. Please note that Owner owned equipment is the responsibility of the Owner to troubleshoot and repair.

If you want to add cable outlets in your unit, it is the responsibility of the owner not the AOA.

A list of available channels under our new contract is attached for your review.

We apologize for this difficult transition. We were told by Spectrum that we would not have to change out equipment. That is true in that your old equipment will still be operational. But you will not be able to take advantage of the DVR recording capability or the increased internet speed without the equipment upgrades. With a little frustration and time spent in equipment exchange we will all be able to record our favorite shows and enjoy fast internet very soon.

Again, do contact Mr. Matthews with any service or account setup issues as you install your new systems. There should be no charges for the upgraded equipment and any previous charges made in error during the transition will be credited back to your individual accounts.

I found Ariel in the local office to be very helpful with equipment exchanges, setting up accounts, and registering new serial numbers to the system.

Sincerely,
Bob Allen
President, Paniolo Hale Board of Directors