PELICAN BAY FOUNDATION
Microsite Content

March 17, 2014

HOME PAGE

Welcome to New Cable News, a site dedicated to keeping Pelican Bay residents “up to speed” about the exciting cable upgrade underway – just one of the many exciting improvements being made at Pelican Bay in 2014.

Improving Pelican Bay’s cable and internet is an important decision for the community as improved services will benefit every resident far into the future. The move also signifies the continuation of a more than 40-year commitment to ensuring Pelican Bay residents have only first-class amenities at their fingertips.

An upgrade of this magnitude is an ambitious undertaking, but one that will pay dividends in terms of impact on property value and day to day life in the community.

As the project moves forward, this site will provide the latest updates related to the community-wide upgrade, as well as recent news about the technology being provided, all to ensure residents are well-informed throughout.

Thank you for visiting. Please check back in soon.

NEWS PAGE

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(Insert most recent news here, including the below)

News and Updates (from Pelican Bay Post articles):

* Media Captains Deserving Thanks (link to full article)
* Why you should sign up for Summit Broadband now (link to full article)
* Pelican Bay Hits 3,000th Sign Up for Summit Broadband (link to full article)
* How Pelican Bay’s New Cable Company was Selected (link to full article)
* Early Sign-Ups for Conversion to Summit Broadband Exceed Expectations (link to full article)
* Conversion to Summit Broadband Now Underway (link to full article)
* It’s time to sign up for Summit Broadband (link to full article)
* Pelican Bay Awards Contract to Summit Broadband (link to full article)

The latest telecommunications news:

* [Why is American internet so slow?](http://theweek.com/article/index/257404/why-is-american-internet-so-slow)

The Week, March 5, 2014

*The U.S. ranks 31st in the world for average download speeds. But, why?*

* [Why Super-Fast Internet Is Coming Super Slowly](http://online.wsj.com/news/articles/SB10001424052702304315004579381463769362886)

The Wall Street Journal, February 23, 2014

*An opinion piece on why so few Americans are wired for speed*

* [Cable Customers Chafe at Merger of Low-Rated Companies](http://www.bloomberg.com/news/2014-02-13/cable-customers-chafe-at-megamerger-of-two-low-rated-companies.html)

Bloomberg, February 14, 2014

*Exploring the merger between Comcast and Time Warner Cable*

* [Amazon Considering Online Pay-TV Service](http://online.wsj.com/news/articles/SB10001424052702304757004579334981130200324)

The Wall Street Journal, January 21, 2014

*Competing with Cable, Satellite*

SUMMIT INTRODUCTION PAGE

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Three years ago, an examination of Pelican Bay’s cable and internet services identified room for improvement and an opportunity to vastly increase speed and performance via the installation of a far more advanced network based on the latest in fiber optic technology.

After an extensive search to find a provider capable of putting Pelican Bay at the forefront of connectivity, Summit Broadband, a high-speed Internet, data, voice and cable television provider in Central and Southwest Florida, was selected. Through its new provider, Pelican Bay will set the standard for network upgrades of comparable magnitude across the state and beyond.

The new contract will bring Pelican Bay a state-of-the-art fiber optic network that will provide greatly expanded package of television services and high-speed Internet.  It will also provide for substantial optional upgrades in Internet speed for those residents who require it, discounted equipment for expanded television service within the home and either unlimited or local telephone.

In short, the Foundation has arranged for more services and discounted options for Pelican Bay residents than ever before.

SERVICES DESCRIPTION PAGE

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The Pelican Bay Foundation worked closely with Summit to ensure a much broader array of services for a greater value.

Unlike the community’s current system, signals from the fiber optic network being built in Pelican Bay will travel unimpeded and at faster speeds, without the need for boosting the signal at various points throughout the community. And, the features offered come at a low cost when compared to previous (and other major) carriers.

As part of the bulk services agreement costing $72.75, residents will enjoy:

* HD TV service
* An expanded list of channels to choose from
* One HD receiver box
* Higher speed Internet service

The cost will be included as part of the Pelican Bay Foundation annual assessment starting February 1, 2015.  Optional features and services (including phone) are available for an additional cost.

Click below for more information about:

* Cable television service (link)
* High-speed Internet service (link)
* Optional phone service (link)

SERVICES DESCRIPTION (CABLE TELEVISION SERVICE SUB-PAGE)

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Residents will enjoy a greatly expanded package of television services than previously available at Pelican Bay and as well as options to add additional discounted features.

The basic television package (included as part of each member’s annual assessment) will provide:

* Over 120 standard channels
* Over 150 popular High Definition channels
* Twelve Encore movie channels
* Over 50 digital music channels
* A High Definition set-top/connection box at no cost
* “TV Anywhere” feature allowing members to watch TV on their computer, laptop, tablet or mobile phone
* Video On Demand feature letting members watch favorite shows and movies anytime on demand

Optional television services (offered at an additional cost) will include:

* HBO, Cinemax, Showtime, Starz and other popular movie packages
* Seasonal sports packages, such as NFL Red Zone
* International channels, such as Deutsche Welle, optional Spanish Tier and more
* Whole-Home DVR – Letting members watch their favorite shows whenever they want in multiple rooms

(Insert Channel Line Up)

SERVICES DESCRIPTION (HIGH-SPEED INTERNET SERVICE SUB-PAGE)

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Pelican Bay’s new state-of-the-art fiber optic network will bring vastly improved internet speeds to all residents. The basic internet package (included as part of each member’s annual assessment) will provide:

* Hugely improved Internet speeds - 100 Mbps download speed and 20 Mbps upload with no digital data cap on service or metered usage.

Optional Internet services (offered at an additional cost) include:

* Upgraded connection speeds of up to 1,000 Mbps download and 1,000 Mbps upload (10 times as fast as the standard bulk offering) for an additional fee, if a member elects to have optical fiber brought into their home.

SERVICES DESCRIPTION (OPTIONAL TELEPHONE SERVICE SUB-PAGE)

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Though not included in the bulk service agreement, optional telephone service can be added for an additional fee (which will be billed directly to the member) and includes:

* Unlimited local calling for a monthly fee of $14.95
* Unlimited local and long distance calling throughout North America and western Europe for a monthly fee of $19.95
* Vacation mode, allowing members to activate or deactivate phone services, for $6.00 a month.

SIGN UP AND INSTRUCTIONS PAGE

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The Pelican Bay Foundation has worked to ensure signing up for Summit’s services is as easy as possible, allowing members to choose from six convenient options:

1. Calling Summit a call at: (239) 529-1500
2. Visiting Summit online at: [SummitBroadbandPB.com](http://SummitBroadbandPB.com)
3. Emailing Summit, and requesting a convenient time for Summit to call back: PelicanBay@Summit-Broadband.com
4. Visiting with Summit representatives during their scheduled times at the Community Center Monday-Friday, 9 AM to 5 PM
5. Signing up with Summit right within your condominium (days and times to be announced for each individual complex).
6. Visiting Summit’s convenient retail store at the Shoppes At Vanderbilt – 2367 Vanderbilt Beach Road

When meeting with a Summit representative to arrange for service, residents will need to bring:

* A current television bill
* A current telephone bill
* A current internet bill

Residents should not cancel any current phone, internet or cable services until speaking with a representative from Summit.

After signing up, residents will be contacted again by Summit to confirm package choice and timing for installation.

(Insert construction / installation calendar)

FREQUENTLY ASKED QUESTIONS PAGE

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With sign-up numbers growing, so too is the Pelican Bay Foundation’s commitment to keeping residents informed about the process, technology and more. To assist, the Foundation has answered the below list of Frequently Asked Questions.

Pelican Bay residents with additional questions are encouraged call Summit Broadband at (239) 529-1500, or reach them by email at PelicanBay@Summit-Broadband.com.

If a Pelican Bay member has questions unrelated to Summit’s services, pricing or connection schedule, they are encouraged to reach the Pelican Bay Foundation at (239) 596-6180 or Connect@PelicanBay.org.

**Frequently Asked Questions**

**Fees for the Standard Bulk Offering**

* 1. **What is included in the new $72.75/month bulk package that is provided to all members of Pelican Bay?**
		1. The $72.75 includes HD TV service, expanded channel package, one HD receiver box and 100Mbps download / 20Mbs upload high speed Internet service. The bulk fee will also include the deployment of a completely new, state of the art Fiber to the Home (FTTH) optical fiber network throughout Pelican Bay.
	2. **Will the $72.75/ month charge be billed to me directly?**

The $72.75 will not be billed to you directly. It will be included as part of the Pelican Bay Foundation annual assessment starting February 1, 2015.

* 1. **Why is there a $29 interim charge once my Summit service is installed**
		1. The $29 monthly interim fee is for the new enhanced standard service package Summit will be delivering and applies before the Summit bulk fee becomes effective. These bundled services are significantly greater than what you are currently receiving in the Comcast bulk package. Once the Summit services are active in your home, you will be able to cancel Comcast or CenturyLink services , such as internet, HD TV and extended channels  that you may be paying extra for.  The fee will be paid directly to Summit Broadband from the time your new enhanced service package is installed until the Comcast bulk contract expires on February 1, 2015. The Summit bulk rate of $72.75 will not be billed to the foundation until the Comcast agreement has expired. On February 1, 2015 you will no longer be billed $29/month from Summit. On February 1, 2015 Comcast will no longer be charging the foundation $38/month for its bulk analog TV service package.
	2. **What services can a condo association receive for the $72.75 - additional costs potentially**
		1. Associations are able to receive get the same bulk agreement rates as residents. Summit Broadband has a dedicated representative for associations.  Association managers should contact Richard Sherwood at rsherwood@summit-broadband.com or (320)-279-3022.

**Internet and Television Services**

* 1. **What is Fiber to the Home (FTTH)?**
		1. Fiber to the Home is the delivery of Internet, television and telephone services over optical fiber to each and every building within Pelican Bay.
		2. In the standard bulk offering, the optical fiber will typically be terminated at the exterior of single family homes and low rise building or in the utility closets on every third floor of high rise buildings. At these locations the fiber will be connected to a device called an ONT (Optical Network Terminal) that converts light signals to the appropriate electrical signals required for Internet, television and telephone. The existing coaxial cable that now goes from the exterior of your building (or utility closets in high rise buildings) into and throughout your home will connect to the ONT and bring Internet and television signals to the same wall mounted coax connectors you currently have in place. If you subscribe to the optional Summit Broadband telephone service, the telephone signals will be brought from the ONT to the existing telephone wiring.
		3. Hard wired connections to Internet service are made through an Extension Module, supplied free of charge. The Extension Module can be connected to any coaxial cable outlet in your home. It replaces a DOCSIS modem. A wireless router can then be connected to the Extension Module to create a wireless network in your home.
		4. All ONT’s will be connected to a 4 hour battery backup which can sustain telephone and internet services during a short duration power outage. The battery condition in these devices can be monitored at the Summit Network Operations Center.
	2. **What is the advantages and limitations of the standard FTTH configuration?**
		1. The standard configuration will deliver high-speed Internet services at 100Mbps download / 20 Mbps upload. These speeds are significantly higher than what the typical Pelican Bay user is currently using. It is an ideal service for individuals who have multiple phone, tablets, computers and televisions in their home and routinely use e-mail, browse the web, and stream video content.
		2. A strong advantage of this standard configuration is it eliminates the necessity to bring new wiring into your home. Your Internet signaling can be accessible at any wall mounted coaxial connector that is currently in place. You can make hard wired connections to the Internet though a device called an Extension Module that replaces the traditional DOCSIS cable modem. If you desire wireless service just connect a wireless router to the Extension Module.
		3. The standard configuration, which is the most straightforward installation, will have Internet speeds limited to the bulk speed offering of 100Mbps download, 20 Mbps upload. For a large majority of Pelican Bay members, these speeds should be more than adequate for their needs for many years. The speed limitation is not due to the fiber being brought to the home but to the technology that utilizes the existing coaxial cable.
	3. **I currently rent my wireless router from my service provider. How do I replace it?**
		1. If you currently rent a wireless router from your service provider or have a combination wireless router / cable modem you will have to purchase or rent a new wireless router. Summit Broadband can offer purchase or rental options that will be installed and supported. You also have the option of purchasing your own wireless router at the outlet of your choice.
		2. If you currently have your own wireless 802.11n compatible wireless router you can connect it directly to the new Extension Module to create a wireless network.
	4. **Will the existing coaxial cable in my home limit the quality of the new Internet and TV service?**
		1. Once all your connectors and splitters are replaced at no charge as part of the installation process and signal levels are certified, the coaxial cable will not degrade your high speed Internet or High Definition television service.
		2. In the unlikely event that a run of coaxial cable within your walls is determined to be defective, Summit Broadband will replace it at no charge.
	5. **What options do I have for even higher speed Internet services?**
		1. Internet services up to 1 Gbps download and 1 Gbps upload can be delivered at an additional fee if a member elects to have optical fiber brought into their home. The 1 Gbps download speed is 10 times as fast as the standard bulk offering and the 1 Gbps upload speed is 50 times as fast as the standard upload speeds.
		2. The current options for Fiber in the Home installations are:
* 100Mbps download / 100Mbps upload - $200 one time installation fee
* 200Mbps download / 200 Mbps upload –  $20/month
* 1Gbps download / 1Gbps upload - $ 53/month
	+ 1. The ONT (Optical Network Terminal) and its battery backup will be installed in the home. Optical fiber will be brought to the home run outlet in your home where the ONT will be connected to. Internet services will be delivered by connecting a computer or wireless router directly to the ONT without the use of any coaxial cable. If you request that the optical fiber be brought to a single outlet other than the home run outlet, additional installation charges may apply.
	1. **Will the fiber into the home option deliver better TV service than the standard FTTH installation?**
		1. No. In both configurations the TV service is delivered over the existing coax that is currently in your home. The Fiber into the home option is capable of delivering much higher Internet speeds. It should be noted that the TV transmissions from Summit are not compressed like they are from our current provider. That will result in improved HD image quality.
	2. **If I have the standard fiber to the building installation, can I use my DOCSIS 3.0 cable modem to connect my computer or wireless router to the Internet?**
		1. No. The DOCSIS 3.0 cable modem is not compatible with the technology being deployed for Internet service. A compatible Extension Module, that replaces a DOCSIS cable modem, will be provided at no charge.
	3. **What does Mbps and Gbps mean?**
		1. Mbps is an abbreviation for Mega bits per second, which is one million bits per second. Gbps is an abbreviation for Giga bits per second. One Gigabit per second is the equivalent of 1,000 Mpbs or 1,000,000,000 bits per second!
1. **Optional telephone service**
	1. **Is Summit Broadband telephone service included in my bulk offering?**
		1. No. The Summit Broadband telephone service is an optional service that will be billed directly to the member.
	2. **How many options will I have in subscribing to the Summit Broadband telephone service?**
		1. You can choose two plans. One is unlimited local calling  for a monthly fee of $14.95. The other is unlimited local and long distance calling throughout North America and western Europe for a monthly fee of $19.95 . Calls to western Europe must be to a land line to avoid additional charges.
	3. **Can I put my Summit Broadband telephone service on vacation hold?**
		1. Yes for a charge of $6.00 per month
	4. **If I leave my Summit Broadband telephone service active while I am away for the season can I have all incoming calls to my Naples phone number be forwarded to any alternate phone?**
		1. Yes. Call forwarding is a standard feature of your Summit Broadband phone service.
	5. **If I choose to subscribe to the Summit Broadband telephone service can I keep my telephone number?**
		1. Yes. Summit Broadband will manage the telephone number transition during the installation process. Do not make any attempt to cancel your current telephone service yourself or you will risk losing your existing number.
	6. **If I currently have telephone service with CenturyLink can I keep it?**
		1. Yes. You can subscribe for telephone services from any provider that uses your existing telephone wiring.
	7. **If I currently have telephone service through Comcast can I keep it?**
		1. No. Comcast telephone service is delivered over your current Comcast cable connection. Once you start receiving Summit Broadband standard bulk services the Comcast services are not available.
	8. **Does the Summit Broadband telephone service send my phone calls over the public Internet?**
		1. While the Summit telephone service uses VOIP (Voice over IP) signaling protocols, they do not send your calls over the public Internet. All calls managed by the Summit phone system transport calls on a private network.

**Terminating Service with your current providers**

* 1. **How do I terminate Comcast relationship - return equipment, call and cancel account?**
		1. After the installation of the new Summit Broadband services is completed within your home, existing service provided from Comcast or other providers can be canceled.  If your home phone service is currently provided by Comcast, a Summit Broadband representative will handle the transfer of your existing phone number to your new service. If you elect to get the optional phone service from Summit, do not cancel the service from your current provider your selves – you could risk losing your phone number! Once your home phone is transferred to the Summit service, then Comcast service can be canceled and equipment returned.
	2. **How do I terminate CenturyLink relationship - return equipment and cancel account?**
		1. A Summit representative will handle the port or transfer of your existing phone to your new service.  Once your home phone is transferred to the Summit service, then the CenturyLink service can be canceled and equipment returned via a prepaid package.

**E-mail addresses**

* 1. **I currently have an E-mail address that is from Comcast. Will I have to change my Comcast E-mail address?**
		1. Comcast email addresses are tied to service from Comcast.  If you plan to end service with Comcast, it is recommend to transitioning to a web based email service such as [gmail.com](http://gmail.com/), [yahoo.com](http://yahoo.com/), etc.
		2. If you have a Comcast relationship at an additional location and your primary E-mail address is identical on both subscriptions, you can retain your Comcast E-mail address as long as the other account stays active. It is essential that you log into the other Comcast account and personally verify that you do indeed have an identical primary E-mail address.
	2. **How do I handle an email conversation from** [**comcast.net**](http://comcast.net/) **to** [**gmail.com**](http://gmail.com/)**,** [**yahoo.com**](http://yahoo.com/)**, etc.?**
		1. Visit the website for the new email provider you would like to use in the future.  Your new email provider may have options to import your existing email contacts.
	3. **I currently have an E-mail address that is not from Comcast. Will I have to change my non Comcast E-mail address?**
		1. The only reason you would need to switch your email address is if your existing email address tied to a service provider you plan to cancel.
	4. **What is the best strategy for changing my E-mail address?**
		1. Start now and don’t wait. The best position you can be in is to have both your old and new E-mail address active at the same time for many months. Your smart phone, tablet and computer will be able to look at both addresses. You can then begin notifying your financial institutions, brokerages, insurance companies and friends that you are changing your E-mail address and you want them to begin using your new address at once. Then you can continue to monitor your old address and see who is still using it.
	5. **When will my old E-mail address no longer be functional?**
		1. Your old E-mail address, if tied to a service provider whose internet services you’ll be cancelling, will stop working the day you cancel that internet service. While there may be a small grace period from your old provider in order to retrieve messages assume that once you switch over to Summit your old E-mail address and past E-mail messages stored on the old providers servers will no longer be accessible. Services such as Gmail may have utilities to help you download address books and old messages from your old provider.

CONTACTS/LINKS/OPT-IN PAGE

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For questions related to signing up, Summit packages, pricing and services, contact:

Jeanine Sola

Transition / Implementation Manager

Summit Broadband

(239) 444-0041

jsola@summit-broadband.com

For membership questions related to the transition to Summit Broadband, contact:

Ryan Scott

Pelican Bay Member Liaison

R. Scott Construction

(239) 207-8874

rscottconstruction@outlook.com

For questions unrelated to Summit’s services, pricing or connection schedule, contact the Pelican Bay Foundation at (239) 596-6180 or Connect@PelicanBay.org.

More information can also be found at:

* The Pelican Bay Sign-up Page (SummitBroadbandPB.com)
* Summit’s website (<http://www.summit-broadband.com/>)
* Pelican Bay’s website (<http://www.pelicanbay.org/>)

Do you want to receive the latest updates about the new cable in our community? If so, submit your email address below.

(insert opt-in form to collect email addresses)