



Indian Palms Country Club Association

Presented By: James Freeman

Date: November 4, 2025

ABOUT SPECTRUM COMMUNITY SOLUTIONS

As part of Charter Communications, Spectrum Community Solutions (SCS) is dedicated to serving the multifamily housing industry, including single-family gated communities, traditional apartments, off-campus student housing, senior housing and RV parks and marinas. SCS provides the latest in wired and wireless broadband, including Wi-Fi 7 technology with multi-Gigabit speeds, as well as traditional and streaming video packages. Whether the property has existing coaxial wiring or is a new construction, SCS can customize the best fiber or coaxial solution to meet the growing demands of any multi-family community.



15.3 Million Homes Passed

- 2.2 Million Bulk Customers
- 13.1 Non-Bulk Customers



Unique product offerings that can be tailored to each property, this includes:

- Advanced Community WiFi (ACW)
- Spectrum Ready
- Managed WiFi
- IP Video packages including Xumo Stream Box



Over 1,000 US-Based Dedicated Customer Service Agents

- All internal employees
 - Average tenure is 5 years
- 400 hours of specialized training programs unique to Community Solutions and MDU
- Support in two languages



Dedicated Organization that oversees:

- Engineering
- Service Operations
- Strategic Operations
- Project Management
- Tools and Applications
- Marketing Communications
- Regional and Corporate Sales Operations
- Product
- Dedicated sales

LOCAL PRESENCE



Spectrum - 79785 Hwy 111
La Quinta, CA 92253

STORE SERVICES

[Pay My Bill](#)

Mobile Demo In-Store

Spectrum Mobile, Video, Internet and Phone

Self Install Kits

Demo Center

Equipment Exchange

Online Reservations

STORE HOURS

Mon 10:00 AM - 8:00 PM

Tue 10:00 AM - 8:00 PM

Wed 10:00 AM - 8:00 PM

Thu 10:00 AM - 8:00 PM

Fri 10:00 AM - 8:00 PM

Sat 10:00 AM - 8:00 PM

Sun 12:00 PM - 7:00 PM



- Average turnaround time for service repairs and installations is within 1 day
- Charter's fleet consists of over 6,200 vehicles
- Nearest dedicated call center located in San Diego
- Nearest store, less than a 10-minute drive away

COMMUNITY OVERVIEW

Property Facts:

Residents with...

Internet: 764 (60.2%)

Video: 354 (27.9%)

Home Phone: 174 (13.7%)

Spectrum Mobile: 116 (9.1%)

Resident Internet Tiers:

Ultra: 297

Premier: 254

Gig: 120

Internet Seasonals: 54

Advantage: 36

Other: 3

The average data consumption (usage) per resident (502 GB) was below the industry average (663 GB) as of Q1-2025.

The data consumption for the property is heavily skewed towards downstream usage, which is in line with the industry ratio as of Q1-2025.

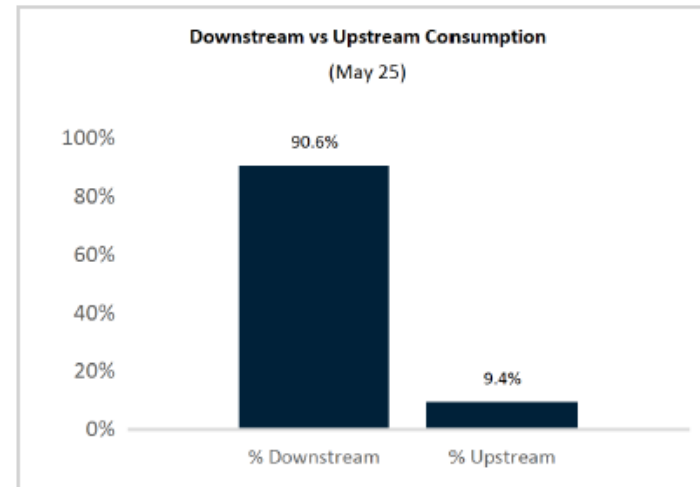
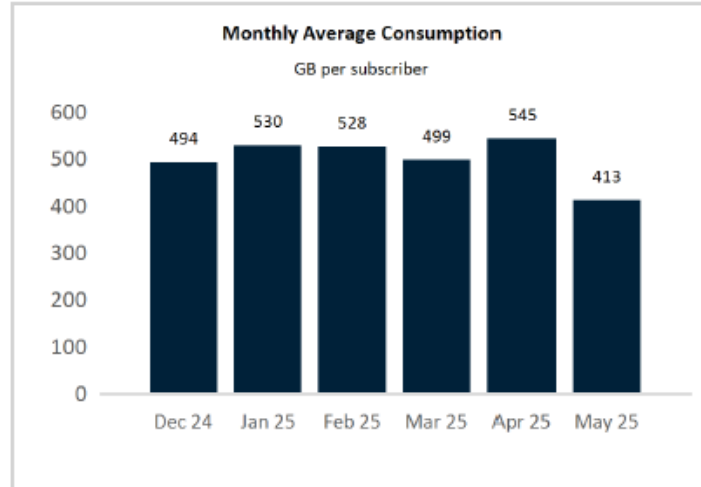
Adequate network capacity is currently deployed to satisfy the current and future Internet bandwidth demands of the entire community.

The average network peak utilization (capacity) was ~36% this past month (May 2025).

Charter is committed to delivering better services at the best value. We will occasionally perform speed lifts at no extra cost. Notifications will be sent out following any Internet speed lift along with some additional notifications to residents that require a modem replacement due to the lift.

Consumption

Consumption, measured in Gigabytes (GB), measures the total internet usage of the community

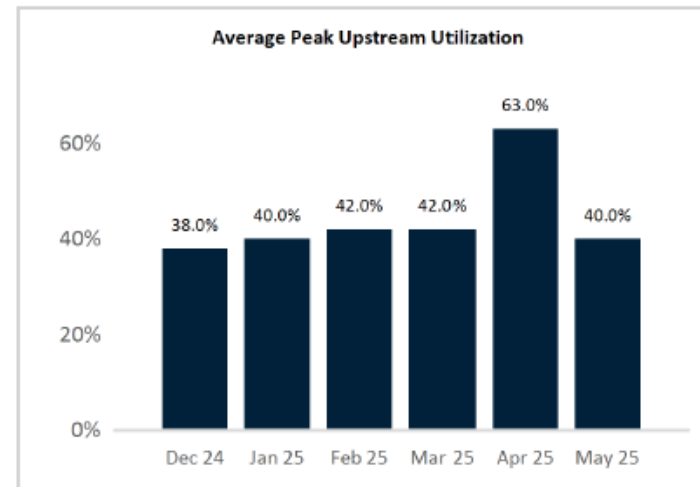
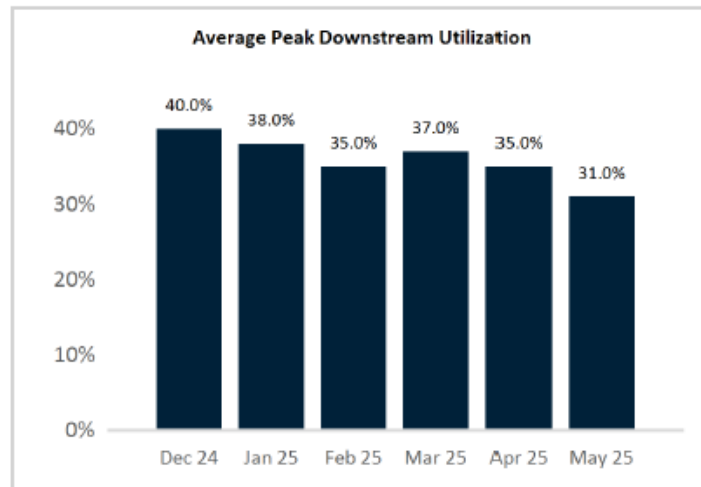


Highlights:

- Industry average (1) monthly data consumption is 663GB total, downstream consumption accounts for 93% of the total
- Internet consumption for the property is below the industry average
- Residents data usage is skewed towards downstream usage

Utilization

Utilization, measured as a % of total capacity to the property, represents how much of the total available bandwidth to the property is being consumed. Networks must be built to meet peak demand, so we proactively monitor average utilization during peak times. Average peak utilization is captured from the top 2% of measurements where polling occurs every 5 minutes over the course of a week.



Highlights:

- The average peak downstream utilization for the property is ~31% of available capacity and the average peak upstream utilization is ~40% of available capacity
- Charter delivers over 110% of advertised speeds per the FCC (2)

Spectrum Internet

ADVANCED COMMUNITY WIFI - HOW IT WORKS

SPEED OPTIONS

Coax¹:

- Standard – 400 x 10 Mbps
 - Ultra – 600 x 20 Mbps
 - Gig – 1 Gbps x 35 Mbps
- ← Included in bulk rate
- *A Network that Scales:* Speeds are upgradeable as demand increases for future needs of the property.

HOW IT WORKS

- A connection is installed to every unit, resulting in speeds up to 1 Gig possible. This speed connection ensures that residents can upload and download large files like work presentations, while streaming video entertainment.
- Hybrid Fiber Coax – Utilizing your property's existing Hybrid Fiber Coax wiring. This provides for the fastest set up and activation period for services. **NO CONSTRUCTION REQUIRED!**
- Network Evolution – Symmetrical Speeds over existing infrastructure coming soon!

1. Speeds will be lifted to symmetrical following the completion of high split speed lifts in the surrounding residential market



COMMON AREA WIFI

Keep residents, guests and staff connected everywhere across the property.

Residents and guests can stay connected on the Guest Network in the gym, lobby, pool and other common areas across the community. A separate, secure office network is provided for property staff.

Each network is professionally designed and installed by Spectrum Community Solutions to ensure the best coverage and speed.

PROPERTY GUEST WIFI NETWORK:

- Customizable WiFi network name (e.g. *the AceGuest*) and landing page with the property's logo, colors and font preference
- Specify duration of time that guests can use the Guest network
- Supports staff and maintenance users when they are not near the office WiFi network
- Staff network in common areas



Spectrum TV

XUMO STREAM BOX

Product Lineup



Services Included with Bulk

- 4K capable HDMI output
- Wi-Fi or Ethernet Connectivity
- Numeric Keypad for direct input
- Voice Search functionality that spans the Spectrum TV App, and resident paid OTT apps
- Xumo offers a single, centralized platform for accessing all your favorite streaming services.
- Bulk SFU customers receive **3 per home included**

SPECTRUM TV® APP

Description

Watching TV is easy with the Spectrum TV App. Residents can bring their own device or utilize a Xumo to begin streaming.

How it Works

Residents can download the Spectrum TV App on their favorite application and auto authenticate by opening the application when connected to their Spectrum provided Internet.



xumo

XBOX

iOS

Samsung SMART TV

android


Apple tv

Roku

LG

VIZIO


**Unlimited
simultaneous streams**


**Full channel lineup
when connected to outdoor WiFi**


**No equipment or
installation required**

TV VIDEO PACKAGES

Spectrum TV App

Most viewed streaming service in the U.S. on an hours per household basis

Highest-rated Pay TV streaming app in the U.S



4.7 Stars
★★★★★
492K Ratings

Features	Options	TV Stream	TV Select Signature	TV Select Plus
		Good	Better	Best
Video Channel Lineups	Available Channels	85+	150+	160+
	Popular Non-Broadcast Channels	✓	✓	✓
	Local Broadcast Channels	✗	✓	✓
	Regional Sports Networks (RSN's)	✗	✗	✓
	On Demand Content	✓	✓	✓
Hardware & Features	QAM STB Compatible	✗	✓	✓
	Xumo Compatible	✓	✓	✓
	Cloud DVR Compatible	✓	✓	✓
Disney Integrations	Disney+ Basic	✗	✓	✓
	ESPN+	✗	✗	✓

← Included in bulk rate

Comscore CTV Intelligence Report 2022 and through August 2024, U.S. Statement based on measurement of Average Hours Per HH per Month for Spectrum TV App vs. top streaming providers as measured on connected TVs, gaming consoles and streaming devices.

iOS (App Store) and Android (Google Play) average ratings as of Oct 1, 2024. Apps must have at least 150k reviews through combination of iOS & Android store reviews as of Oct 1, 2024.

SPECTRUM TV® SELECT PLUS

This robust package offers over 160 of the most popular channels including broadcast basic (e.g., ABC, CBS, FOX, etc.), Regional Sports Networks (RSN's), ESPN+ and key sports networks like NBA Network, MLB Network, NFL Network, Tennis Channel, NHL Network.

Spectrum TV Select Plus includes:










- 160+ channels such as CNBC, FOX News Channel, ESPN, FOX Sports 1, A&E, Food Network, FX Movie Channel, Hallmark, Nickelodeon, Investigation Discovery, Comedy Central, Lifetime, **Regional Sports Networks**, and much more
- Spectrum News, Univision and Telemundo are provided where available
- Disney+ Basic, Paramount+, ESPN+, and Vix Premium is now included with Spectrum TV® Select packages. Your residents will enjoy new releases, timeless classics and an ever-growing collection of exclusive Originals.
- Upgrade options include Entertainment View (81 channels including Discovery Life, Game Show Network, MTV Classic) and Sports View (21 channels including MLB Network, NFL Network, NFL Redzone)
- FREE Spectrum TV App to stream live TV and On Demand anywhere on your devices big and small
- Supported devices for Spectrum TV App: Xumo, Apple TV, Roku, Samsung Smart TV, iOS and Android, Chromecast, and Xbox
- 3 Xumo Stream Boxes included
- Thousands of FREE On Demand titles

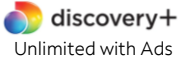



Value of Programmer Streaming App Inclusion

CURRENT INCLUSIONS/VALUE + FUTURE ADDITIONS/VALUE

Included in bulk rate!

Launched	Streaming App	Retail Value	TV Select
	 With Ads	\$9.99	✓
		\$29.99	✓
		\$10.99	✓
		\$7.99	✓
		\$10.99	✓
		\$19.99	✓
		\$6.99	✓
		\$9.99	✓
		\$5.99	✓
TV Select Plus Customer Value: \$113			

Coming Soon	Streaming App	Retail Value	TV Select
		\$5.99	✓
		\$5.99	✓
TV Select Plus Customer Value: \$125			



Regional Offers

WEST- SPORTSNET LA



Spectrum
COMMUNITY SOLUTIONS®

SPECTRUM SPORTSNET LA®

**SPECTRUM SPORTSNET LA®
EXCLUSIVELY AVAILABLE
TO SPECTRUM CUSTOMERS**

Available to anyone who resides in Southern and Central California, San Joaquin Valley, Las Vegas Valley and Hawaii	Spectrum TV® subscribers who have Spectrum TV Select, Select Plus or Select Signature can stream SNLA+ at no additional cost	Existing Spectrum Internet® and mobile subscribers can access SNLA+ at MLB.com/getdodgers
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[SportsNet LA Flyer](#)

**Contact us today to learn how you can provide
this added amenity to your communities.**



Spectrum Mobile

(Resident paid upgrade)

RESIDENT UPGRADES - SPECTRUM MOBILE®

One line of Unlimited Mobile for a full year included risk free with Spectrum Internet

Unlimited

\$30 /mo
per additional line

[Explore plans](#)

- Unlimited talk, text and data (reduced speeds at 30 GB)
- No fees for mobile hotspot data (reduced speeds at 5 GB)
- No contracts, added taxes or hidden fees
- Free international texting from the U.S. and while abroad
- 2,000 monthly minutes per line of calling to Canada and Mexico. Pay-per-use calling to 190+ other countries

Includes Anytime Upgrade

Unlimited Plus

\$40 /mo
per additional line

[Explore plans](#)

- Unlimited talk, text and data (reduced speeds at 50 GB)
- **Anytime Upgrade** with unlimited phone upgrades, whenever you want
- No fees for mobile hotspot data (reduced speeds at 10 GB)
- Free international texting from the U.S. and while abroad
- Free roaming in 190+ countries including Canada and Mexico (reduced speeds at 10GB)
- 2,000 monthly minutes per line of calling to Canada and Mexico. Pay-per-use calling to 190+ other countries

By the Gig

\$20 /mo
first GB per additional line

[Explore plans](#)

- \$5/GB after the first GB
- Share data with up to 20 lines
- Pay for the data you use
- Switch to Unlimited or Unlimited Plus anytime for more data



J.D. POWER AWARD

Spectrum Has the Best Customer Service Experience Among Full-Service MVNO's

SPECTRUM MOBILE: Limited time offer; subject to change; offer applies to new Mobile customers without any outstanding obligation to Spectrum. Limited to one promotional line per account. Mobile devices excluded from offer. Offer reflected with up to 12 months credit on bill statement. Standard rates apply after promo period or if qualifying services not maintained. Offer cannot be applied to existing lines on customer account. Tablets not eligible for promotion. Reduced speeds after 30 GB of usage per line. Auto Pay required. ©2024 Charter Communications, all rights reserved.

Proposal

PROPOSAL

SERVICES INCLUDED

Spectrum Internet®



Speed – 1GB/35MB

Equipment



3 Set-top boxes, Modem and Router included

Spectrum TV®



Level – Select Plus + Entertainment and Sports
Cloud DVR Included!

Streaming Apps



Access to \$113 worth of streaming apps as
outlined on page 14

TERMS

✓ **Term** – 5 Years

✓ **Annual Rate Increase** – 3% starting the
January after service begins

✓ **Customer Service** – Spectrum to
provide US-based dedicated 24/7/365
Customer Service bulk hotline for
residents

✓ **Price** – \$47.00 per unit

✓ **Door Fee Incentive** – \$500 per unit door fee payable to
the board within 90 day of full execution of the
agreement

SAVINGS

Retail Rates VS. Bulk Rates Comparison

RETAIL RATES

TV Select Plus + Ent/Sports

• \$155.00

Gig Internet

• \$110.00

3 Xumo Stream Boxes

• \$15.00

BULK RATES

TV Select Plus + Ent/Sports

• Included

Gig Internet

• Included

3 Xumo Stream Boxes

• Included


Retail Rates	-	Bulk Rates	=	Savings
\$280.00	-	\$47.00	=	\$233.00

<https://www.spectrum.com/browse/content/ratecard>

Spectrum Bulk Services require 100% community participation. Bulk packaging/pricing is not available on an individual basis and is only finalized via an Executed Cable Contract.

▶ Onboarding and Customer Experience

MARKETING SUPPORT LETTER



IMPORTANT INFORMATION
ABOUT YOUR SPECTRUM SERVICE
See below for details

BLANK LINE HERE
<Date>
BLANK LINE HERE
BLANK LINE HERE
BLANK LINE HERE
<Address>
<City, State, Zip>
BLANK LINE HERE
BLANK LINE HERE
BLANK LINE HERE
Dear <Name>,

We are writing to inform you that <Property Name> has signed an agreement with Spectrum to provide the following Internet and TV services, effective <Billing Activation Actual>.

- Spectrum Internet® <SF New Data Service> with speeds up to <Data Speeds> plus home WiFi equipment, including 1 FREE Modem and Router
- Spectrum TV® <SF New Video Service>, <SF Video Bulk add on>, <SF New Premium Type>, plus a choice of <SF Number of Boxes per Unit> FREE Spectrum device(s). Choose between a Spectrum Receiver or Xumo Stream Box - with Xumo, you can watch all your favorite channels and apps on a single device.
 - Disney+ Basic included*. Visit [Spectrum.com/cp/disney-plus](https://spectrum.com/cp/disney-plus) on or after the effective date above to activate
 - VIX included**. Visit spectrum.com/get-vix on or after the effective date above to activate

Your current billing rate will continue until the first bill after the agreement goes into effect. Your new bill will reflect the services your property management has agreed to with Spectrum, as well as any equipment or services you have outside the agreement.

Call customer service at 1-855-326-5115 if you have any questions.

Spectrum appreciates your loyalty and looks forward to continuing to serve your community.

Sincerely,
Gavin Deakin
Gavin Deakin
Vice President, Spectrum Community Solutions Operations

All equipment or services outside the agreement will be an additional charge. INTERNET: Speeds based on wired connection. Actual speeds (including wireless) vary and are not guaranteed. TV: Channel and HD programming availability based on level of service. Account credentials may be required to stream some TV content. *DISNEY+ BASIC: For existing Disney+ subscribers, this is an offer for an additional Disney+ subscription. This will not replace any existing Disney+ subscription you may already have. Accounts must be managed separately. Must maintain eligible services to retain Disney+. Use of Disney+ is subject to the Disney+ Subscriber Agreement. © 2024 Disney and its related entities. **VIX Premium with Ads: Must be 18 years of age or older to redeem offer and must remain on MI Plan Latino and TV Select plan to retain offer. One offer per eligible Spectrum account. For existing VIX Premium subscribers, this is an offer for an additional VIX Premium Con Anuncios subscription. This will not replace any existing VIX subscription you may already have. Accounts must be managed separately. Additional Terms apply. © 2024 VIX Communication B.V. and its related entities XUMO: Separate subscriptions are required to view content through various paid applications Xumo Stream Box, Xumo logos, and all other Xumo product names, logos, slogans or marks are the trademarks of Xumo or its licensors. © 2024 Xumo. All trademarks are the property of their respective owners. © 2024 Charter Communications, all rights reserved.

Marketing Letter sent to residents
5-7 days prior to service change

Provides direction on how to set up
services

Note: Residents can not call
in to set up service until on
or after activation date.

Request a customized version of this flyer for your property



CUSTOMER SERVICE

*Customer Service Solutions dedicated specifically for our Community Solutions Customers and their residents 24/7.
We are always on!*



Over 1,000 US-based Dedicated Customer Service Agents

- Internal employees - none are outsourced or contracted
- Specialized training programs unique to Community Solutions and MDUs
- Over 400 hours of training programs dedicated to Community Solutions and the MDU
- Support in 2 languages
- Chat support for online assistance



Proactive Network Monitoring 24/7

- Located in Durham, North Carolina



3 Call Center Locations for Maximum Coverage and Support

- Buffalo, New York
- Greensboro, North Carolina
- San Diego, California

For ACW Residents: 833-697-7328



Dedicated Property Manager Hotline

- Specialized team dedicated to answering your questions

For Property Managers: 877-647-7732



- Residents can use the [My Spectrum App](#) and [Spectrum.net](#) to manage their account
- [My Spectrum App](#) is the #1 rated support app among all national wireline service providers, with an Apple Star rating of 4.7 out of 5.0



Digital Experience

- Online Ordering
- Digital Onboarding Series
- Property Service Portal
- Chat Support

CONTACT INFORMATION



James Freeman



With over 20 years in telecom in the Southern California market, I specialize in helping communities unlock value through reliable, high-speed internet and TV solutions. As your dedicated Spectrum Account Executive, my goal is to simplify the resident experience, deliver cost savings, and bring long-term value to your HOA. I look forward to building a strong partnership with your community.



619-930-6363

James.Freeman@Charter.com