



# A Discussion with Neighborhood Representatives

**T**echnology **I**nfrastructure **P**rogram (TIP)

RPI 3/13/2017 - 1



# T.I.P. | Committee Overview

## **IT'S ALL ABOUT "HIGH SPEED INTERNET"**

- **High speed internet enables future technology**
  - **Wi-Fi connected devices:**
    - **Mobile phones, home automation, tablets, home security, thermostats, Alexa...etc.**
  - **Streaming TV...HD -> UHD (4K)**
  - **Wireless networks (5G)**
- **Optical fiber is the correct choice...offering essentially limitless bandwidth.**

FIBER = PERFORMANCE, FLEXIBILITY & RELIABILITY



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RPI 3/13/2017 - 2

# T.I.P. | Agenda

- **View from the Board**
- **TIP Schedule Update**
- **Community Questions**
- **Bulk Contract Discussion**
- **TIP Communications**
- **Coming Events**
- **Summary Points**



# T.I.P. | **View from the Board**

## **IT'S ALL ABOUT HIGH SPEED INTERNET**

- **There is a responsibility to upgrade the SW communication infrastructure and insure we remain a viable, competitive community.**
- **SW is at risk of being left behind as many of our neighboring communities are converting to fiber to the home (FTTH).**
- **Multiple providers have created a very competitive environment and the time to act is now!**



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RPI 3/13/2017 - 4

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# Partial List of Fiber Communities

- Pelican Landing (HW)
- Forest Lakes (LS)
- Bonita Bay (TBD)
- Turtle Creek (LS)
- Pelican Marsh (TBD)
- Audubon (CC)
- Imperial (TBD)
- Brooks x 3 (S)
- Colonial C.C. (CC)
- Pelican Bay (S)
- Glen Eagles C.C. (CL)
- Grandezza (CC)
- The Landings (CC)
- Collier Reserve (HW)
- Gateway Greens (TBD)
- Vanderbilt C.C. (CL)
- Grey Oaks (CC)
- Tiburon (HW)
- Worthington C.C. (CL)
- Naples Lakes (CC)

Key: (CC) COMCAST: (HW) HOTWIRE: (CL) CENTURYLINK:  
(LS) LITESTREAM: (S) SUMMIT:



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# T.I.P. | Hotwire Communities

COLLIER COUNTY	CITY
Lausanne Condominium	Naples
Madrid Club	Naples
Olde Cypress	Naples
Quail Creek Estates	Naples
The Billows	Naples
Tiburon Estates	Naples
Venetian Cove Club	Naples
Village Walk of Naples	Naples
Ibis Cove	Naples
Martinique Club of Naples	Naples
Sienna Reserve	Naples
Vanderbilt Country Club	Naples
Commodore Club II	Naples
Saturnia Lakes	Naples
The Shores at Berkshire Lakes	Naples
Deauville Lake Club	Naples
The Regent	Naples
Commodore Club I	Naples
Tarpon Bay	Naples
Villages of Emerald Bay	Naples
Collier's Reserve	Naples
Amelia Lakes	Naples
Magnolia Cove	Naples
Windemere	Naples
All Seasons of Naples	Naples

COLLIER COUNTY	CITY
The Spindrift Club of Naples	Naples
Moorings Bay	Naples
Harbour Lights	Naples
Park Shore Tower	Naples
Enclave of Naples	Naples
Avalon of Naples	Naples
Lucerne	Naples

LEE COUNTY	CITY
Mirage Bay Apartments	Fort Myers
North Star Yacht Club	Fort Myers
Oasis at Fort Myers	Fort Myers
Punta Rassa	Fort Myers
Rose Garden	Fort Myers
Sanibel Harbour Tower North	Fort Myers
Midtown Apartments	Cape Coral
Pelican Landing	Bonita Springs

LEON COUNTY	CITY
Champions Hall	Tallahassee
Legacy Suites	Tallahassee
Stadium Centre	Tallahassee

POLK COUNTY	CITY
Fountains at Champions Gate	Davenport



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RPI 3/13/2017 - 6

# T.I.P. | Schedule Update

- **The TIP is on schedule**
- **All five proposals have been received**
- **Evaluations in process**
- **Three provider briefings this week**
- **Two community visits this week**
- **Negotiations complete April 10**
- **Vote following Town Halls**



# T.I.P. | Community Questions

## 1 - WHY SO FAST?

- Most neighboring communities have completed the FTTH process within one year.
- SW is in our third year.
- A consultant is expediting the process.
- Five months to complete a three year process is not “SO FAST”





# T.I.P. | Community Questions

## 2 - WHY NOW?

- **SW infrastructure is approaching 20 years of age.**
- **It will not support the future needs of our community.**
- **Fiber is needed if we are to sustain speed, flexibility, and reliability.**
- **There are now 5 competitive providers installing FTTH in Southwest Florida communities.**
- **The opportunity to upgrade exists now, and we should act!**



# T.I.P. | Community Questions

## 3 - ISN'T THIS SUMMIT AGAIN?

### **ABSOLUTELY NOT!**

- Summit was rejected due to poor operational performance.
- There are now 4 additional providers:
  - All meet industry standards
  - Solid record in SWFL communities
  - Competitively bidding to win SW community

**Current market is conducive to fiber upgrades**



# T.I.P. | Community Questions

## 4 - WHY BULK & WHY 10 YRS?

- All Southwest Florida providers demand 10 year bulk contracts to justify cost of FTTH installation... not much choice.
- All neighboring communities have signed 10 year bulk contracts.
- If SW wants to upgrade to fiber a 10 year contract seems inevitable.

**BULK CONTRACT HAS ADVANTAGES**



# T.I.P. | Community Questions

## 5 - WHY GIVE UP CHOICE?

- While there is some choice for TV today there is no choice for high speed internet.
- Comcast is only provider, CenturyLink offers 6Mbps. Not high speed internet.
- The SW upgrade is about the “INTERNET”.
- SW now has a high speed INTERNET opportunity. We need to choose.



# T.I.P. | Community Questions

## 6 - WHY NOT WAIT FOR WIRELESS (5G)?

[www.swcaonline.com](http://www.swcaonline.com)

Considerations	Existing Community Infrastructure	Fiber to the Home (FTTH)	Next Generation Wireless (e.g., 5G)
Availability	Now	Installation required	Past 2020 (Exact date unknown)
Longevity	20 years old, Questionable	20++ years	5-10 years
Community Costs & Terms	No cost to the community (aside from annual price increases)	Cost defined by Bulk Contract (TBD) and can be better controlled from the outset	Unknown
Typical Data Speed	What we currently experience: 20Mbps - 150Mbps	Speed can be approx. 10 times faster than most current speeds-- approaching 1 Gbps	Unknown at this time but faster than currently available >100Mbps
Reliability	Existing facilities will continue to degrade over time	Significantly greater data capacity, reliability and securely protected within conduit	Requires fiber as the basis of the service, but technical issues still need to be overcome and roll out will focus on major cities



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RPI 3/13/2017 - 13

# T.I.P. | Bulk Contract Controls Cost

- Cable prices have increased at 4x the inflation rate. Average of 5.8% per year over the last 19 years.
- Our bulk agreement price limit increase to max of 4% or **less** per year.
- Some providers limit increase to TV portion only.

**SHOOTING FOR “BREAKEVEN” COST AT  
6 MONTHS OR LESS RESIDENCE.**



# T.I.P. | What Are The Current Service Levels in SW

## Current Comcast Data:

**85% of SW Homes**

- **83% Digital Preferred**
- **52% Standard DVR**
- **46% X1 (whole home)**
- **77% Premium Channel**
- **99% Internet (59% Blast/ 40% Other)**
- **4 Set Top Boxes**
- **2 DTA's**

**Average Cost = \$160/month**



# T.I.P. | Annual Cost Comparison

## Bulk -vs- Retail

Average Monthly Bill	Four Months		Five Months		Six Months		Full Time	
	\$65/Mo	\$85/Mo	\$65/Mo	\$85/Mo	\$65/Mo	\$85/Mo	\$65/Mo	\$85/Mo
\$150	\$ (44)	\$ (284)	\$ 89	\$ (151)	\$ 222	\$ (18)	\$1,020	\$780
\$180	\$ 76	\$ (161)	\$ 239	\$ -	\$ 402	\$ 162	\$1,380	\$1,140
\$210	\$ 196	\$ (44)	\$ 389	\$ 149	\$ 582	\$ 342	\$1,740	\$1,500



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RPI 3/13/2017 - 16



# T.I.P. | Other Bulk Advantages

- **Bulk customers can get other retail discounts.**
- **Bulk delivers dedicated “U.S. based” tech support.**
- **New fiber is protected in buried conduit.**
- **Internet speed up to 1Gbps available.**
- **Future technology upgrade protection.**
- **Home Health wiring check. White glove turnover.**
- **Some custom wiring available.**
- **Some “wireless boxes” available.**
- **Faster, more reliable service for next 10 yrs.**



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RPI 3/13/2017 - 17

# T.I.P. | Communications

- Numerous communications available on SWCA Website... PLEASE VISIT: [www.swcaonline.com](http://www.swcaonline.com)
- Four newsletters... more to come!
- One letter mailed directly to each home in SW
- Various technical discussions.
- Variety of related industry publications.
- Terms and definitions.
- Committee members involved
- Who is CSI – our consultants.
- Q & A's
- ETC...



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RPI 3/13/2017 - 18

# T.I.P. | Coming Events

- **Next newsletter (#5) due March 17<sup>th</sup>**
- **N#6 & N#7... one every two weeks**
- **N#7 will be one week prior to the Town Halls (possible letter to home)**
- **Negotiations complete by April 10<sup>th</sup>**
- **Town Halls on April 17<sup>th</sup> (video taped)**
- **Vote scheduled following Town Halls**



# T.I.P. | Summary Points

- **SW's technology infrastructure needs to be upgraded**
- **Fiber is the correct technology**
- **Marketplace is very competitive (5 bids)**
- **Time to act is now!**

**CARRY THE MESSAGE TO OUR RESIDENTS**



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RPI 3/13/2017 - 20

# THANK YOU!



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RPI 3/13/2017 - 21