



"Delivering Iconic Service"

Please find the two (2) options below for installation of Bright House Networks Services.

OPTION 1 - Home Owner/Resident to Call Bright House Networks for Installation

- Upon receipt of Title to the home, a Home Owner/Resident can call a Bright House Network (BHN) Representative to request the installation of their included features and services.
- Bright House Networks: (Toll Free) **877-632-2337** (Local) **407-291-2500**
- Website: **www.brighthouse.com**
- **The Home Owner should identify themselves as a resident of ChampionsGate, what community they live in, and mention that their package is bundled and paid for by the appropriate HOA**
- At the time of this phone call, the Home Owner/Resident will have the option to select additional services ("a-la-carte items") to be added and paid for separately by the Home Owner.
- Please note that the Home Owner/Resident will need to be present at the time of the installation for equipment to be installed and for service to begin.
- Included Features are defined as:
 - 1.) Bulk High-Speed Internet Service to Include:
 - a. One (1) modem at no additional charge
 - b. Internet access with maximum speeds of 10 Mbps for downloads and 2 Mbps for uploads
 - 2.) Bulk Digital Cable Service to include:
 - a. Television Channels set up by BHN
 - b. One (1) digital set-top box
 - c. Two (2) digital adaptors at no additional charge
 - 3.) Bulk Telephone Service to include:
 - a. Single-line digital telephone service to each home
 - b. Local and long distance calling to anywhere in the United States including Alaska, Hawaii, Guam, Puerto Rico, U.S. Virgin Islands, and N. Marianna Islands
 - c. Two (2) enhanced features such as voicemail, call waiting, caller ID, call waiting with caller ID, and "611" dedicated phone number for 24/7 customer service
 - d. Other features like international long distance calling, local, national or international directory assistance, operator assistance, etc. for which BHN separately charges its subscribers.
- All other "a-la-carte" features/services such as wireless internet, movie channels, on-demand feature, etc. will be added at the sole discretion of the Home Owner/Resident and fees for these features/services shall be billed to the Home Owner/Resident directly.

OPTION 2 - Bright House Networks to Call Home Owner/Resident at End of the Month of COE

- If the Home Owner/Resident does not wish to expedite their service, Bright House will be issued a list of closings each month, whereby a Bright House Networks Representative will call the Home Owner/Resident directly to set up an appointment.

- At the time of this phone call, the Home Owner/Resident will have the option to select additional services ("a-la-carte items") to be added and paid for separately by the Home Owner.
- Please note that the Home Owner/Resident will need to be present at the time of the installation for equipment to be installed and for service to begin.

If you should have any further questions, please do not hesitate to call.

Sincerely,

Amanda Rina



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