

Cox Community Services - How to Arrange Services for Residents at Center Court Villas

Cox is ready for Residents who can go into the **Cox Solutions Stores** to get the Panoramic wi-fi modems with built-in internet security for their internet if they do not have it or want to upgrade their equipment. The package will include graphic self-installation instructions. **(The closest Solutions Store is in the Promenade in North Scottsdale).** The Solutions Stores are better equipped to provide this upgrade for you rather than the in-town Cox Dealer. *(DO **NOT** GO TO THE "LOCAL DEALER" WHO TRIES TO SELL PROMOTIONS THAT ARE SHORT LIVED AND EXTRA MONEY)*

If you have been receiving the internet directly from Cox, you will find that your individual/direct invoice from the past will no longer charge for the newly included Cox internet. Those with other television or internet service providers will be able to discontinue those services.

If you have questions about the equipment you may have on hand, including modems or cable TV boxes, you can call the "Community Services" Representatives at 855-512-8876. NOTE: *(If you are diverted from this type of representative, it is best to ask to speak with a Community Services Representative because of the best guidance on this transition. THEY TRY TO HELP BUT ARE NOT SUPPOSED TO "TRY" TO DO THAT unless it is technical support, or something retail customers use).*

NOTE: Cox will ship at no cost equipment to a unit with self-installation instructions if you are not exchanging equipment. Otherwise, please go to -only- a Cox Solutions Store (not the local Dealer who tries to sell to you short-term promotional sales).

The **Community Services** Representative should see for each unit in Center Court Villas as to what is included, which they refer to as Client Flash Notes. If not, they will be able to see upon check out items that are included in the package at \$0 for each item.

How this works and what is included

Each unit will have an account for the responsibility of using the equipment and services provided, which will show on any individual Cox bill at no charge for items included in the CTR bulk contract. Any desired additional services will be billed to each respective unit, such as Pay-per-View, Premium channels, or the transmission of digital programming to the DVR boxes, if DVR boxes will be in use at your unit. Not everyone chooses to have DVR, therefore the transmission of the DVR data is -not- included in the contract and there is a small charge of approximately \$14 on your personal bill from Cox IF YOU GET DVR BOXES. Cox agreed to our request to include the DVR boxes (also known as "host" and "client" boxes) as part of the "up to 3 boxes" in the contract. The DVR boxes synchronize the recordings selected to be able to view in different rooms.

Upon vacating the unit, a homeowner or resident/tenant must be sure to return the equipment to a Cox Store (or returns could be handled at the local Dealer) to be sure the account for the resident is cleared for closing with any special charges paid.

The new program contracted by Center Court Villas HOA **INCLUDES → Go Even Faster internet services (500 Mbps download speed) together with the use of a Panoramic wi-fi modem with built-in internet security.** The inclusion of the internet also allows for the Preferred cable TV to also receive approximately 60 **streaming apps.** Incorporating the cable TV boxes with voice remotes is compatible with most Smart TVs and ROKU TVs. There are many free streaming apps and also those ordered separately by residents, which are their subscriptions for services such as Netflix, Hulu, etc. IF YOU DO NOT GET COX TV AND ALSO INTERNET THE STREAMING APPS ARE NOT AVAILABLE.

INCLUDED TV → Cable TV is the Preferred TV channel lineup (see Cox.com) with interactive TV Guide, On Demand (to play back most available programs even if not recorded on a DVR), Music Choice and the Streaming apps. (If using Cox Internet, the Apps can be accessed and controlled with the remote control with most responding to even the voice option as well).

The Board of Directors and Vision Community Management hope that you enjoy this enhancement to these community services.