Top 6 Benefits of Bulk Service

1

Lowest Possible Cost to Residents

Bulk services are provided to residents at a much lower price than they would be if purchased at a traditional retail per-unit cost. Often times, cable, internet and phone services cost up to **50% less** than what a homeowner would pay for the same services individually.

2

Revenue Made for Association's Budget

As a result of a bulk agreement, the broadband provider usually recompenses the association a **one-time payment** (payment based on agreed amount per unit), which benefits the property and residents. This lump sum can be used for capital improvements and needed projects within the community.

3

Customized Guaranteed Service Performance

Each community receives a customized guaranteed service performance, ensuring the property's most important **KPIs are met** and that the provider is following through on promises guaranteed in the contract, **ensuring services are top-notch!**

4

Dedicated Support

The association will receive a **team of dedicated professionals** assigned to the ongoing service and support of your property. As part of this, each property is assigned a dedicated account manager to liaise everything the community needs, such as same day or next day in-home technical support and customized training.

5

White Glove Customer Service Treatment

A great benefit of working with a bulk broadband provider is the white glove customer service experience that comes along with the partnership. This dedicated service model provides top notch telephone and technical support service and time frames. Bulk contracts benefit the community collectively, by incorporating **"free services"** in some common amenity areas, perfect for residents to enjoy, and ultimately increasing the property's value.

6

Consistent and Transparent Service and Pricing

Everyone receives the same level of service and pays the same price through the HOA. When services are purchased through a Bulk agreement, the **monthly rate is locked** in for the next 8-10 years with predictable annual increases that are agreed to prior to signing. Annual increases are capped at 4% to help cover the annual cost of programming increases. This is great in comparison to traditional retail pricing rates typically increase by above 30% once a promotional period ends.