

Friends and Fellow Homeowners,

The TDS meeting on Jan 31st, 2023 was recorded, but the TDS folks really just wanted to have one-on-one meetings with the individual owners, so posting a recording did not really make sense.

This email contains the following:

1. TDS Meeting highlights / Q&A
2. New TDS Channel Lineup for St. George, UT
3. TDS Rep names and contact information
4. Example pricing
5. Competitive streaming service channel lineups and pricing

1. TDS Meeting Highlights

Kent Rampton:

As we get kicked off, we would like to thank everyone for attending either here in the clubhouse, on the zoom, or on the replay. Before we turn it over to Darrin from TDS, I would like to take a moment to mention a few things that we all need to be aware of.

- What we are experiencing with regards to the HOA getting out of the television business is occurring across all of St. George and all or the country for that matter by HOAs. With inflation and the cost of goods today, it is not in the HOAs best interest to be bound to a contract of this type any longer.
- Last year, as you know, we were spending more per month than we were bringing in, so as a board, we have made a lot of cuts and a lot of changes. Although we have been in a contract with TDS for 5 years, that does not mean that the price was fixed. We have paid more and more for the service with the next price increase from TDS reflected in our January 26th bill. We've allocated about \$45 a month from each of your dues to pay for what we call your cable service. In March. that number would go to 70, so we would have to kick it out, no matter what.
- We've worked with TDS for as many spiffs and promotions as they can possibly give you folks as we make this transition.
- I have the information about a government subsidy program that if you are at a certain level of income, that's a function of your income and tax, that the Government will pay up to \$30 to take care of some of the services.
- To cover some of these rising costs and to get our head barely above water, last year the HOA Board voted to raise the HOA monthly dues from \$225 to \$236. Affective March 1st, 2023, our HOA monthly dues will roll back to \$225.

Darrin Sieben (TDS)

Well, thanks for having us today. Let me first assure you that no one is here to pressure you or sell you. We're just here to give you the information.

- February 28 is the cutoff date for the cable. If you decide that you do not want to continue with TDS, all you need to do is take that equipment into our retail store. 111 W 700 S, St. George, UT 84770
- For those of you that convert your accounts, or continue with TDS, please know that we have done away with our Legacy package, or the package that you have today. We will also need to swap out your hardware. We can get a tech out to switch that equipment out. We do have to make appointments to get that taken care of. We can accommodate you for whatever time frame you have as we get closer to February 28.
- There are four TDS reps dedicated to taking care of all of you. We are able to get you the best promotions we can get you for the best pricing. You can visit the retail store, or call the 800 number. It's just that when they pull your information up it's very limited. They don't have access to all the information that we have. We are aware of your current contract and situation. TDS is a pretty large company. It's a fortune 1,000 company. We're over 31 states, and when you call the call centers you could be rerouted to bend Oregon, Wisconsin or Jamaica Jamaica. I'm not saying it's bad. We are here to save you the frustration of speaking with someone in a call center with limited information, But again, that's up to you.
- As far as the pricing that will be given to you individually, please know that there are taxes and fees attached. This is not TDS getting rich, by the way. There are over \$40 in taxes and fees that are built in broadcast fees plus sales tax.

Q&A:

What is our time frame? Do I have to make a decision today?

You can contact us, and we'll make sure you get the promotions and accommodate you, you know, even if it rolls into March.

So you're not here to give us options as a group?

I'll tell you why, because it's it's going to confuse people. If we say, here's what the pricing is going to be. Everybody is different. There's a myriad of different pricing and factors that go into the costs.

A lot of us are not down with you right now. Do you have a contact number that you can give us right now?

Yes, The HOA Board will give you a recording of this call and send you all our contact information. We would be happy to speak with all of you.

You said we need to return the equipment that we have in our units right now before or at the end of the service, which is February 28, If it is outdated, why do

we need to return it.

That is how TDS and the contract works. If you just throw it away or put it in a closet. You'll wind up getting charged for it, next thing you know, you have a \$400 bill from TDS, for what you know you don't.

I will not be down there before February 28, so what do I do?

In that case, you want to call our 800 number and tell them that you do not want to continue with the cable. Tell them that you are not in town and the date when you will be able to return it to them. They will make a note of it in our system that you can have them. They can send you a prepaid box. Tell them that you only come down twice a year. They will probably charge you either a monthly fee or a non-return charge, The bottom line is when you return the equipment they will remove the charges.

Do you have any other competitors in the St. George area that offer the services that you do?

Yeah, we do have other competitors that offer the same services. We absolutely do. But I can share with you that we are the fastest Internet. Provider. We're the only company actually that is pushing right now. 8 GB right now.

And also our promotion right now for Internet for new customers for Internet is 3 months free Internet service.

Or pricing is more competitive, I think, than anyone else.

2. New TDS Channel Lineup for St. George, UT

<https://shop.hellotds.com/tv/tdstv-plus/channellineup.html>

Also see the attached PDF

3. TDS Rep names and contact information

Darren Sieben - 702-994-9191

Nick Guillen - 435-429-2713

John Tharp - 435-527-0130

Bob Drabicki - 435-522-9839

4. Example Pricing

The following is example pricing as quoted by TDS to one of the HOA Board members. Pricing may vary from owner to owner, but most of this pricing is also posted on their website. The major differences are the potential 1 time discounts that you can get for signing up.

I was offered \$50 off of my first bill, in addition to 3 months of free Internet.

-----Internet only - no bundle

300 Mbps - 39.95 + 2.99 fee + sales tax = ~\$45/mo

600 Mbps - 54.95 + 2.99 fee + sales tax = ~\$62/mo

1 Gbps - 74.99 + 2.99 fee + sales tax = ~\$83/mo

Potential of getting 3 months for free even if you are an existing customer.

-----TV Only - no bundle

Our Legacy package that we have now most closely matches the Journey Package Access Package - not sold by itself - local channels

Explore Package - \$128.91 + sales tax - includes 1 receiver with no monthly rental change for 1st year.

Journey Package - \$132.91 + sales tax - includes 2 receivers with no monthly rental change for 1st year.

Voyage Package = \$157.91 + sales tax - includes 3 receivers with no monthly rental change for 1st year.

Each additional receiver is \$6.00/mo

After first year, contact your sales rep to get included monthly receiver fee waived.

----Additional TV Options

Sports (+15 channels) - \$10/mo

Variety (+15 channels) - \$10/mo

Cloud based DVR - \$5/mo (25 hours), \$10/mo (150 hours), \$15/mo (300 hours)

----Internet & TV Bundles

(Choose One internet option)

- 300 Mbps - 29.95 + 2.99 fee + sales tax

- 600 Mbps - 44.95 + 2.99 fee + sales tax

- 1 Gbps - 59.95 + 2.99 fee + sales tax

(Choose One TV Service Option)

- Access Package - not sold by itself - local channels

Explore Package - \$117.96 + sales tax - includes 1 receiver with no monthly rental change for 1st year.

Journey Package - \$132.91 + sales tax - includes 2 receivers with no monthly rental change for 1st year.

Voyage Package = \$157.91 + sales tax - includes 3 receivers with no monthly rental change for 1st year.

Each additional receiver is \$6.00/mo

After first year, contact your sales rep to get included monthly receiver fee waived.

Cost on Internet Cable modem rental (\$10/mo) included in cost.

Example:

If I choose the 300 Mbps internet + the Journey package, I would pay \$147.91/mo + sales tax

If I have my own modem, then I would pay \$137.91/mo + sales tax

A TDS compatible cable modem is a standard DOCSIS 3.0 modem (available at Walmart, Target, Amazon, eBay..)

<https://www.amazon.com/docsis-3-0-modem/s?k=docsis+3.0+modem>

5. Competitive streaming service channel lineups and pricing

Lets first talk streaming devices - A streaming device is a small piece of hardware that connects to your TV, similar to a DVD player or a VCR, and connects to the internet via wifi to delivers live tv channels and movies.

Common streaming devices include:

- [Amazon Firestick](#) - \$29.99 - One time purchase, no subscription to Amazon Prime required. It does require an Amazon login, but it is free to create an Amazon account.
- [Roku Express 4k plus](#) - \$40 - One time purchase - no subscription to Roku required. It does require a Roku login, but it is free to create a Roku account.
- Chrome Cast Google TV
- Apple TV
- There are others, just do a google search for streaming devices, but there are a lot, don't get overwhelmed. The Amazon Firestick is probably the cheapest and the easiest.
- [A YouTube review of the top 5 devices](#)

Streaming Services to consider.

You can get internet only from TDS and still get all of the TV stations that you want at a discount via streaming. The advantage of streaming services is they often allow simultaneously streaming (3 people can stream something different at the same time and don't have to be in the same house or location) They can be watched on any device, and they are a service that you can use wherever you are, not just in St. George.

They are also month to month and do not require a contract. Cancel anytime or switch to a different service at anytime. MOST OFFER A FREE TRIAL

- **frndly** - **\$6-\$11/mo** - 40+ Lifestyle channels like Travel Channel, History Channel, Hallmark, Lifetime, Great American, A&E, Dove... Unlimited DVR, Up to 3 simultaneous streams, [Review and walkthrough](#), [Free Trial](#)
- **Philo** - \$25/mo - [Link to Philo TV Guide](#) - 75 channels, Unlimited DVR, 10 profiles, Up to 3 simultaneous Streams, Local stations, [Review and walk through](#), [Free Trial](#)
- **Sling TV** - \$40/mo or \$55/mo - [Link to Sling TV Guide](#) - Up to 3 simultaneous Streams, Free Firestick offer, <https://www.sling.com/deals>, Local Stations, [Review and walk through](#) Sling TV is in the middle of the pack. Sling TV offers the least amount of channels -- more than 50 on the combined package -- but is more affordable than all of the other services except Philo, which offers 64 channels for \$25/mo. Live streaming services like fuboTV, Hulu + Live, and YouTube TV -- start at \$65/mo. but offer more channels, including locals.
- **Fubutv** - \$75 (147 channels) - \$95 (218 channels) - [Link to Fubutv TV guide](#) - 100+ channels. Live and on demand. Cloud DVR included. Up to 10 simultaneous streaming devices at once on your home internet connection, plus three on the go. [Review and walk through](#), [Free Trial](#)
- **Hulu TV** - \$70/mo - [Link to Hulu TV Guide](#) - 85+ channels, Cloud DVR included. Up to 3 simultaneous Streams. Local Stations, Thousands of Shows & Movies, Say goodbye to extra cable fees \$0 Broadcast TV fee, \$0 Regional sports fee, \$0 Set-top box or related rental fees, \$0 Miscellaneous administrative/ convenience fees. [Review and walk through](#), [Hulu TV](#)

- **Youtube TV** - \$65/mo, includes local channels, [Link to YouTubeTV Guide](#), 6 accounts to share with your household Unlimited DVR space. Local Stations, [Review and walk through](#), [Free Trial](#)
- **Direct TV Stream** - \$79 (including sports packages), to everything including premium channels for \$154. includes set top receiver similar to TDS [Link to Channel TV guide for Direct TV](#) - Unlimited DVR, [Contract Required](#), [Free Trial](#)

There are also **individual channels** that you can stream without a larger package

- FoxNews \$6/mo
- Discovery+: \$6.99/mo.
- Disney+: \$7.99/mo. or \$79.99/yr.
- ESPN: \$9.99/mo
- The Disney Bundle (Hulu, Disney+, and ESPN+): \$19.99/mo.

and **movie only subscriptions**

- Amazon Prime Video: \$14.99/mo. (Included with Amazon Prime)
- AMC+: \$8.99/mo. or \$83.88/yr.
- Arrow Player: \$6.99/mo. or \$69.99/yr. Cult movie cinema
- Criterion Channel: \$10.99/mo. or \$99.99/yr. Documentaries
- HBO Max™: \$15.99/mo.
- Netflix: \$15.50/mo.
- Paramount+: \$9.99/mo.
- Peacock Premium Plus: \$9.99/mo.
- SHOWTIME®: \$10.99/mo.

Then there are many free streaming apps with free channels and frees movies

- Freevee
- Redbox Free Live TV
- Crackle
- Kanopy
- Hoopla
- Vudu
- Tubi TV
- Pluto TV
- The Roku Channel
- Xumo

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With Warm Regards,
The Willow Run HOA Board
(Jim W., Gaye J., Dale C., Joe W., Blake W., Lane J., Kent R.)