Understanding the QXC Internet/TV Contract

March 18, 2022

After gathering River Club's needs, information and data, the Internet TV contract was awarded to QXC. QXC and Bluestream were the last two considerations to provide Internet and TV services to River Club. The process and details of gathering bids from 6 providers, is found in the article ChoosingTV_Internet_Provider_2022.pdf on our website under the Bids section.

Looking at all options and feedback suggested by many owners, the QXC choice allows us to adjust to our needs. While I am an advocate of internet-only services from the HOA, not everyone at RC is ready to stream TV programming. This QXC solution allows us to opt-out of TV services every two years. That said, advocates of choosing to stream their individual programming preferences can help educate others in the next two years should we want individual stream choice, and remove TV programming from QXC should we not value the cost of the features in QXC's application for TV programming. This would be one way to reduce the HOA in the future.

Summary of features and expectations:

- It is a 10 year contract
- QXC will have us online October 1, 2022 or November 1, 2022 still pending that AT&T early buyout. Worst case is we run our current contract out and start would be April 1, 2023 if the buyout fails.
- The expected first billing is January 1, 2023 (unless the AT&T buyout fails)
- Infrastructure build will be done this summer
- Infrastructure (fiber and cables in the ground and to the owner unit) can be bought for $1 at the end of the contract. River Club will either not pay a monthly infrastructure fee to QXC after 10 years, have another vendor use our infrastructure, or we can do what we wish. This is important because we are now bound by easements given to AT&T and Comcast.
- Each River Club owner will be issued two Firesticks that will run the QXC application. An owner can purchase their own Firesticks for additional TVs but by the agreement, only two streams will be allowed to run simultaneously as part of the agreement. Additional streams can be purchased as well. For those wanting a traditional set top box, they are available for a monthly fee, but are not part of this agreement.
- Snow Bird Mode – is available, and best explained in the contract on page 7, c and d. While an option for River Club, details would need to be discussed with owners because of the way the discount reduces the bulk monthly fees. Ask or read the contract if you need details.
- Internet Only mode – every two years, QXC will allow us to change, or eliminate the TV programming fees and taxes from the contract. In this initial deployment, the TV fees account for $30/mo/owner plus taxes in the first year.
- Annual adjustments are set to 4% increase
- All equipment is WIFI 6, and backward capable. This is the latest wireless technology for the home
- Each owner will have a dedicated IP address.

- Courtesy outlets and dark fiber wiring - QXC will replicate the free TV services we have in the Club House, Game Room, and Gym. Dark fiber (connects by equipment that River Club purchases) connects the Gate House, Club House, Maintenance/Gym, and docks that will allow us to interconnect cameras and other equipment we wish to integrate them.
- Fees and Feature Summary (below)
  Notice the Fee summary calculated at 4% annual increase for 10 years.
- Fiber distribution will be from the Gate House where QXC will install and maintain AC equipment
- Service Level Agreement highlights:

QXC Communications supports and monitors its equipment and services 24 hours per day, 7 days a week, and 365 days a year. QXC does not monitor nor manage Customer's equipment or services. QXC Technical Support/Customer Service is provided on a Best-Efforts basis and is available via email to support@qxc.us 24 hours per day with response objective of 3 hours when received within normal business hours or the next business day if received after normal business hours (Monday-Friday 8:00 AM – 5:00 PM excluding holidays and emergency situations). QXC may, without notice, in its sole discretion, extend standard business hours to 8 PM on weekdays and/or include Saturday hours during seasonal busy season. QXC may, without notice, in its sole discretion, roll back extended business hours to the standard business hours when extended hours are not needed.

A Customer Ticket is opened when QXC Communications receives an email to support@qxc.us or when a Customer contacts QXC Support and receives a ticket number from a QXC Technical Support rep via phone during normal business hours. **Support requests should not be texted or emailed to QXC employees other than to support@qxc.us Support issues are not considered received even if an email or text was sent to a QXC Sales Representative, Relationship Manager, or Concierge.** Customers can call QXC Technical Support/Customer Service via their **community's dedicated support number**, via QXC's standard Technical Support number 6 . 0 . 0 or via our toll-free 866-797-9881, Option 2.

We will be provided a dedicated support number to call QXC.

- With the design of the infrastructure, a separate set of fibers are run to each unit from the gate house. This means that we are monitored on an individual unit basis. A NOC (network operations center) at QXC manages and monitors all devices and it is expected that the NOC knows of trouble before an owner knows of any issue with their connection
- QXC sets performance objectives as described below:

QXC Network Services that are subject to QXC's "SLA" performance objectives are subject to the following criteria:
The QXC Communications Service Level Agreement (SLA) is as follows:
1. Service Availability Objective: 99.5% network availability, annualized method
2. Network latency of 30ms or less round-trip delay (RTD) as measured on a QXC laptop via a wired connection to a globally available DNS server such as 8.8.8.8 or 4.2.2.2
3. Packet Loss: Packet Loss of 2% or less
4. Bandwidth Throughput: Eighty percent (80%) of the stated bandwidth

- QXC also has consequence for not meeting the Performance Objectives as seen below:

Credit for QXC Performance Objective Variances
Credits will be issued in the event QXC does not meet its Performance Objective for services designated as being subject to "SLA" level of service as stated above**.**
The time stamp on the support ticket is the start of the time measurement.

- Less than 4 hours: No credit
- 4-24 hours: 15% of monthly Services fee for the affected Service
- 1-3 days: 25% of monthly Services fee for the affected Service
- 4-5 days: 50% of monthly Services fee for the affected Service
- 6-10 days: 100% monthly Services fee for the affected Service

Determination of the cause of the Service interruption is to be determined by QXC based on testing performed on QXC Backbone equipment.

- QXC will provide us with a utilization report within 90 days of implementation
  On demand, River Club can ask for utilization reports as desired
- QXC will provide a dedicated Community Channel for River Club which will allow owners to see events from their TV. While it requires us to assign someone at River Club to update this, it is a way to connect with less tech-savvy owners to simply watch a TV station for RC updates.
- In negotiations, we asked that door fees be removed from any contract as it appears as an incentive to choose a vendor. QXC does however provide 2 free months that will be used to delay billing.
- Below represents the offer in the contract and what to expect from QXC:

Monthly Bulk Price *(per unit plus taxes & fees) 1/24/22*

qxc

Key Deal Terms: River Club of Martin County, Inc.

Option #2 : Bulk TV and Internet Service: "The Navy"

- **TV Service:**
  Includes :
  - "The Navy" Channel Tier
  - Includes Two (2) 4KFireTV Max's w/ Voice Remotes
  - Includes (2) (2) Video Streams
  - Multi-Room Cloud DVR
  - Stingray Music 50 Channels
  - "Ketchup TV" replay live TV up to 72 hours

- **Internet Service:**
  Includes
  - Symmetrical speed of 300/300mbps per unit
  - One (1) Complimentary Static IP per unit
  - In-Home ManagedWifi
  - -Dual Band Password Protected WIFI Networks
  - - One (1)TP-Link Deco WIFI 6 Router
    -Whole Home Mesh Platform
    -(4x4 MIMO/ 802.11ax)

- **Notes:**
  - $69.99 per unit, per month, plus taxes and fees.
  - 4 Complimentary outlets for HOA use negotiable
  - Included Dark Fiber access as requested
  - Minimum 2-year term on TV, 10-year term on Internet
  - 4% annual escalator
  - 2 Free Months of Bulk Service for HOA

Year	Internet	TV	FTTH	FTTH
1	$31.99	$29.99	$8.01	$69.99
2	$33.27	$31.19	$8.33	$72.79
3	$34.60	$32.44	$8.66	$75.70
4	$35.98	$33.73	$9.01	$78.72
5	$37.42	$35.08	$9.37	$81.87
6	$38.92	$36.49	$9.74	$85.15
7	$40.48	$37.95	$10.13	$88.55
8	$42.10	$39.46	$10.53	$92.10
9	$43.78	$41.04	$10.96	$95.78
10	$45.53	$42.69	$11.39	$99.61

- Core programs included in the bulk agreement:

Welcome to QXC-TV!

Your TV package lineup designed exclusively for your community.

HD ALL CHANNELS

	Local Channels
25	ABC WPBF
7	Antenna TV
35	Azteca
14	Bounce
12	CBS WPEC
2	Charge!
33	Circle
6	Comet
17	Court TV
13	Court TV Mystery
34	CW
10	DABL
26	Estrella TV
29	FOX WFLX
30	Grit
16	Laff
8	MeTV
15	MyTV
5	NBC WPBT
20	PBS
3	PBS Kids
31	Quest
36	Rewind TV
4	Stadium
37	Start TV
9	TBD
51	Telemundo
24	True Crime Network
23	Univision

307	3ABN
309	3ABN Dare to Dream*
311	3ABN Latino*
313	3ABN Proclaim*
541	A&E
243	ACC-Core
531	AMC
351	Animal Planet
551	AWE
137	BBC America
415	BET
535	Bravo
623	Cartoon Network
427	CMT
113	CNBC
135	CNBC World
127	CNN
441	Comedy Central
119	CSPAN-1 (House of Reps)
121	CSPAN-2 (Senate)
123	CSPAN-3 (Public Affairs)
325	Discovery Channel
613	Disney Channel
433	E!
201	ESPN
203	ESPN-2
305	EWTN
437	Food Network
111	Fox Business Network
109	Fox News Channel
215	Fox Sports-1
217	Fox Sports-2
537	Freeform
555	FX
559	FX Movie Channel
557	FXX
803	Galavision
507	Hallmark Channel
511	Hallmark Drama
509	Hallmark Movie Channel
547	HGTV
303	Hillsong (TBN Inspire 1.1.2022)
319	History Channel
131	HLN
365	HSN
333	Investigation Discovery
525	ION
501	Lifetime
503	Lifetime Movie Network
339	Military History
229	MLB Network*
271	MotorTrend
115	MSNBC
401	MTV
343	Nat Geo Wild
341	National Geographic
227	NBA TV
213	NBC Sports Network
117	Newsmax
251	Next Level Sports*
219	NFL Network
223	NHL Network
601	Nickelodeon
125	OAN
455	OWN
457	Oxygen
453	Paramount
361	QVC
363	QVC-2
245	SEC
369	Shop LC*
367	ShopHQ
529	SyFy
301	TBN
515	TBS
211	Tennis Channel
103	The Weather Channel
539	TLC
517	TNT
347	Travel Channel
519	TruTV
513	Turner Classic Movies
523	TV Land
273	TVG*
533	USA Network
425	VH1
101	Weather Scan*
459	WEtv

	Stingray Music Channels
901	Rock
902	Rock Alternative
903	Heavy Metal
904	Alt Rock Classics
905	Classic Rock
906	Adult Alternative
907	Eclectic Electronic
908	Maximum Party
909	No Fences
910	Pop Adult
911	Pop Classics
912	Hit List
913	Broadway
914	Chamber Music
915	Classic Masters
916	Easy Listening
917	Flashback 70's
918	Everything 80's
919	Nothin' but 90's
920	Y2K
921	Kids' Stuff
922	Swinging Standards
923	Dance Clubbin'
924	Dancehall Session
925	Gospel
926	Holiday Hits
927	Jukebox Oldies
928	Soca Motion
929	Soul Storm
930	Urban Beats
931	Smooth Jazz
932	The Blues
933	The Chill Lounge
934	The Light
935	The Spa
936	Classic RnB & Soul
937	Jammin'
938	Jazz Masters
939	Jazz Now
940	Groove Disco & Funk
941	Hip Hop
942	Bluegrass
943	Folk Roots
944	Alt-Country Americana
945	Country Classics
946	Hot Country
947	Caribbean Vintage Vibes
948	Today's Latin Pop
949	Rock en Espanol
950	Romance Latino
951	Retro Latino
952	Latino Tropical
953	Latino Urbana

All channels on this page are included in your base TV package. To add channels, select from the list on the back side. * Coming Soon WPB Navy

- Retail programming for individuals who want more programming than in the bulk agreement below:

QXC-TV gives you more choices:

Add groups or individual channels you love to watch. The choice is yours!

2021 prices as of 12/1/2021

Groups, channels and pricing may change. Prices are per month.

Navy Sports Package — $8.99

207	CBS Sports Network
209	Golf Channel
221	NFL Redzone
231	MLB Strike Zone
233	Fox Soccer Plus
235	ESPNU
237	Stadium College Sports Pacific
239	Stadium College Sports Central
241	Stadium College Sports Atlantic
249	Longhorn Network
253	World Fishing Network
255	The Sportsman Channel
257	Outside TV
259	Outdoor Channel
263	The Fight Network
267	ESTV
269	Game+ Network
275	TVG2
281	beIN Sports

General Entertainment — $5.99

447	Cars.TV
443	Comedy.TV
449	MyDestination.TV
445	ES.TV
451	Pets.TV
439	Recipe.TV

HBO — $14.99

701	HBO
703	HBO2
705	HBO Signature
707	HBO Family
709	HBO Comedy
711	HBO Zone
713	HBO West
715	HBO Latino

Cinemax — $12.99

717	Cinemax
719	Cinemax Spanish
721	MoreMAX
723	ActionMAX
725	ThrillerMAX
727	MovieMAX
729	5StarMAX
731	OuterMAX

SHOWTIME — $10.99

733	SHOWTIME
735	SHOWTIME2
737	Sho x Bet
739	Sho Family Zone
741	SHOExtreme
743	SHONext
745	SHOWCASE
747	SHOWOMEN

Starz — $10.99

749	Starz
751	Starz Cinema
753	Starz Comedy
755	Starz Edge
756	Starz in Black
757	Starz Kids & Family
758	Starz West

Starz Encore — $10.99

759	Starz Encore
761	Starz Encore Black
763	Starz Encore Action
765	Starz Encore Suspense
767	Starz Encore Classic

Indie Plex — $5.99

760	Indie Plex
762	Movie Plex
764	Retro Plex

Epix — $12.99

766	Epix
768	Epix-2
770	Epix Hits
772	Drive-In

Spanish — $15.99

129	CNN en Español
277	ESPN Deportes
279	Fox Deportes
283	beIN Sports en Español
315	INSP*
321	History en Espanol
329	Discovery Familia
331	Discovery En Espanol
345	Nat Geo Mundo*
405	MTV-Tr3s
805	Antenna-3*
807	A3 Cine*
809	A3 Series*
811	Bolivia TV*
813	Canal-13*
815	Canal Sur*
817	Caracol*
819	CubaMax TV*
821	Estudio-5*
823	Fuel TV*
825	Gol TV*
827	Hola*
829	Ingles para Todos*
831	Multimedios*
833	NTN-24*
835	Nuestra Tele*
837	RCN Novelas*
839	Semillitas*
841	SUR Peru*
843	Tarima*
845	Television Consiente*
847	Teleformula*
849	Tigo Sports*
851	Tu Ecuador TV*
853	TV Quisqueya*
855	TVV*
857	TyC Sports*
859	UCL*
861	Viendo Movies*
863	Video Rola*
867	Kids Street* (3-7 yo Latino)

International *- sold individually*

Al Araby*
CCTV-4*
Channel One*
Deutsche Welle DW*
Dubai TV*
Mediaset Italia*
RAI Italia*
RTN*
Shalom TV*
Sky News Arabia*
The Israeli Network*
TV Globo*
TV5Monde*

Adult *- sold individually*

1001	Real (XX.5)*	$9.95
1003	Juicy (XX.5)*	$9.95
1005	Vivid TV*	$29.99
1007	TEN (XX.5)*	$9.95
1009	Xtsy (XX.5) (XXX)*	$9.95
1011	Penthouse (XX.5)*	$9.95
1013	Real Extreme*	$29.99

Optional Services

Concurrent Stream (per stream, per month)	$5.00
Whole-Home Cloud DVR Service (50 hours of storage)	$9.99
QXC On-site Installation Fee (per truck-roll)	$79.99
Retail Upgrade: Navy to Admiral	$19.99
Cadet to Navy	$79.99
Cadet to Admiral	$99.99

Optional Equipment

Nokia 8000 STB & Remote (per month)	$7.50
4KFireTV Max (one-time)	$59.99
4KFireTV Max (per month)	$3.99
Arris Box Wireless Bridge (each, one-time)*	$75.00
MOCA Bridge (per pair, one-time)*	$275.00
WiFi-AC (WiFi-5) (per month)*	$5.00
WiFi-6 Mesh Router	$79.99
Surge Suppressors (one-time)*	$12.50

qxc *at the speed of life*

Want to add on channels?

1. Choose the individual channels or bundles you want.
2. Call your dedicated support line or **(561) 708-1500**
3. Tune in & enjoy!

* Coming soon

WPB Navy 12102021

- Noting that the QXC is a streaming application, owners may choose other streaming apps for their Firestick. The Firestick requires an Amazon account that many of us have now. Assistance will be provided for anyone not having an Amazon Account
- A process to enter owner units will be defined in the future. Owner should know that even if equipment in installed in their unit, QXC will meet with every owner to set up and make sure all

equipment works, and the owner has had training and an understanding of the new equipment and service.

Next Steps:

- QXC will be busy getting permits, design and all in order and applications in.
- **We should not expect much onsite work for 60-90 days**
- QXC will contract with the major network provider(most likely AT&T) to bring fiber from the street to the Gate House. That is the first step before any other equipment is brought in.
- QXC will modify the Gate House interior and will most likely insulate and install a new AC unit
- Once the Fiber uplink is installed, AC unit in place, QXC will begin digging external fiber outside our buildings.
- QXC in the mean time, will communicate with River Club to set up accounts and find out what owners want more programming, phones, and the like.
- QXC will also be asking us for permission and plans/permissions to enter owner units. Some is TBD as of the writing of this.
- It is estimated now that the installs will finish in August or September.
- As of the writing of this note, we still await confirmation of the AT&T buyout process, but QXC is in process to get us up and running.