

January 13, 2022

Windward Passage

322 Aoloa Street

Kailua, HI 96734



Dear Board of Directors:

Subject: Windward Passage

Bulk Proposal for TV and Internet Service

I would like to take this opportunity to submit a Spectrum renewal proposal for entertainment and communication services at Windward Passage. This proposal is in a line with Spectrum's current channel offerings and provides a substantial savings to the property versus individual service offerings.

Here are some of the great features available to our subscribers:

- **On Demand Channels** – Watch your favorite shows, movies, news, sports and other events whenever you want. Over 30,000 On Demand shows and movies including over 12,000 FREE.
- **Exclusive Programming** – NGN, Spectrum OC16, Spectrum OC Sports Enhanced, Scenic Hawaii and more.
- **Spectrum OC 16** – 100% Original. 100% Local. This exclusive channel features Hawaii's high school sports and more than 30 locally produced shows like Skin Diver, Ultimate Japan and UH Wahine Volleyball.
- **Spectrum WIFI & Hotspots** – Unlimited free access to over 4,500 Spectrum WIFI hotspots in Hawaii and over 500,000 Spectrum hotspots nationwide to save on your data plan charges. Free with Extreme Internet and above.

We are honored to be considered the primary provider at Windward Passage. It is our objective to provide the best solution to enhance your residents' entertainment, communication and security needs in a cost effective way. Spectrum is confident that we will carry out all requests in a professional and successful manner in which will meet and exceed your needs.

Mistie Ota
Account Executive
Multi-Dwelling Business Development
200 Akamainui Street Mililani, Hawaii 96789
Mobile: 808.321.2133 Fax: 808.628.2623

TV + Internet Proposal - \$52.00/unit (Purchasing Hui Rate)

Service	2022 Rates	Bulk Rates
TV Platinum + Showtime	\$89.99	Included
2 Digital Boxes	\$15.98	Included
2 Digital Video Recorder (DVR)	\$19.99	Included
Spectrum Internet Ultra 400x20	\$79.99	Included
Modem/Wireless Router Fee	\$10.00	Included
Total (Before Taxes)	\$215.95	\$52.00

Additional Incentives

5-year Agreement
Rate frozen for entire 5-year term

Modem Fee
Modem Rental Fee Included

Frequently Asked Questions (FAQs)

- Does Bulk require all units to participate?** Yes. We require 100% property participation for a 5-year term.
- Can residents subscribe to additional services?** Yes. Residents can add or remove services at any time. Any additional service(s) will be billed directly to the individual resident (Not the AOA or Owner).
- What is our current rate per unit?** The current rate is \$57.99/unit. This will be reduced to just \$52.00/unit for the entire 5-year term.
- When can the new rate start?** Once the contract is executed, it will take around 60 days to become active.

FAQ – Bulk Spectrum Cable and Internet Services

When will the new Bulk Spectrum contract for cable and internet begin?

The activation date for the new agreement is _____. Please do not call Spectrum Customer Service until on or after activation date as the individual accounts will not reflect the new services prior to this date.

Do I have to cancel my existing Spectrum Account?

No, if you are a current Spectrum subscriber your tv, internet service and other services included in the bulk contract will continue, but the billing will be changed to reflect no monthly fee on your individual bill as it is included with the Maintenance Fees.

What services will be included in the new Spectrum Bulk TV and Internet Contract?

- TV Channel Lineup: TV Platinum (Select, Digi Tier 1, Digi Tier 2)
(View online at: www.Spectrum.com/bulk-channel-lineup.)
- Showtime Premium Channels
- Two (2) HD Boxes – both may be upgraded to Digital Video Recording Service (DVR)
- Spectrum Ultra-Internet including Home WiFi (Current Speeds up to 400 mbps download / 20 mbps upload)
- Modem and Wi-Fi Router to be included – This is normally 2 devices – 1 Modem + 1 Wireless Router

Does Spectrum send out a bulk notification?

Spectrum will send out notification postcards just prior to the activation date. It will list the activation date and the services included in the bulk agreement. The postcard will also instruct the subscriber (owner or tenant) to call our dedicated bulk call center to order services and/or obtain equipment, if needed.

What are my options to getting equipment (if needed)?

Please call Bulk Customer Service # 1-833-697-7328 for available options:

1. **Home shipment option:** You can have the equipment sent to your home via USPS. Normal shipping is 3-5 days. If you are unable to connect the equipment after an attempt, please call customer care to have a Rescue Appointment scheduled free of charge.
2. **Spectrum Store pick up:** Pick up equipment of at any of our store locations (Ala Moana Shopping Center, Windward Mall, Hickam (military access required), Kamehameha Shopping Center, Mililani Town Center, Kapolei Commons).
3. **Professional Installation:** Call to have a professional installation done. A one-time flat fee of \$49.99 may apply. (Note: installation rules may be temporarily modified due to Covid)

When will my individual bill show an adjustment with the bulk services?

Your current billing rate will continue until the first bill after the agreement goes into effect, as residential bills are not prorated. Your new bill will reflect the changes, including any additional equipment or services you have outside of the bulk contract services.

Who do I contact to discuss individual bills?

Residents can call the following numbers for our dedicated bulk call centers that are 24/7.

- **Bulk Customer support for Residents:**

- Local Hawaii # 808-643-2022
- 1-833-697-7328 dedicated bulk line
- Our call centers are open 24 hours a day seven days a week.

What if I have add-on services (extra cable box, premium TV channels, phone service, etc.)?

Residents will continue to be charged separately for any additional services not included in the bulk. Residents will receive an individual bill for only the additional services.

What is the rate for phone service?

The rate for home phone is currently \$12.99/month inclusive of all fees and tax. This includes unlimited nationwide calling to anywhere in the U.S., Canada, Mexico, Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands and American Samoa.

I already have internet with Spectrum. Will my existing modem and router work with the higher internet speed in this new contract?

It be best to call customer care after receiving the postcards to determine if your current modem is Ultra Speed capable. If your modem needs to be upgraded, it can be mailed to you.

Who is responsible for the Spectrum equipment (cable box, modem, and router)

While the spectrum service is under a bulk contract with the association, each owner or renter has their own Spectrum account (per unit). Equipment is registered to the owner or renter who is responsible if equipment is lost/missing/damaged. Spectrum will bill the subscriber directly whether owner or renter for damaged or non-returned equipment.

TV PACKAGES

SPECTRUM SELECT

(Includes Spectrum TV Basic and the following services)

2	KBFD - IND	99	SYFY	541	KHNL - Antenna TV	1153	QVC	74	TVK2
3	KHON - FOX	107	msnbc	543	KHON - DABL	1158	GEM Shopping Network	75	TVK24
4	KITV - ABC	108	FOX Business Network	544	KGMB - Circle	1161	SonLife	76	MYX TV
5	KHII - MyTV	109	FOX News Channel	545	Comedy Central	1210	NBC Sports Network	110	Newsmax TV HD
6	KFVE - IND K5	111	HLN	547	A&E	1214	FOX Sports 1	119	Black News Channel HD
7	KGMB - CBS	113	CNN	549	E!	1215	Spectrum Sports	120	Cheddar News HD
8	KHNL - NBC	116	CNBC	550	truTV HD	1217	SportsNet LA	122	BBC World News
9	KIKU - Shop HQ	118	Bloomberg Television	551	TBS	1218	Spectrum SportsNet	123	i24
10	KHET - PBS	121	The Weather Channel	552	HSN	1219	SEC Extra HD	125	Heroes & Icons
11	KWHE - LeSea	124	AccuWeather HD	553	TNT	1220	SEC Network	202	Olympic Channel
12	Spectrum Sports	126	KITV - MeTV	554	FX	1222	ESPN	203	NFL Network
16	Spectrum OC16	131	Leased Access	555	USA Network	1224	ESPN2	208	MLB Network
17	Spectrum XCast	132	Jewelry TV	556	FXX	1226	FS West	211	RFD-TV
18	Spectrum XCast 2	148	HSN2 HD	557	SYFY	1228	FS Prime Ticket	216	Golf Channel
19	Spectrum XCast Multivi..	150	SHOPHQ	558	Oxygen	1319	SportsNet LA	221	ESPNU
20	Spectrum Surf Channel	151	QVC2 HD	559	Paramount Network	1321	Food Network	225	ESPNEWS
22	KFVE - Bounce TV	152	HSN	560	Bravo	1323	HGTV	241	FOX Sports 2
24	SundanceTV	153	QVC	564	NewsNation	1324	DIY Network	242	NBA TV
25	KALO - IND	156	Liquidation Channel	587	CMT	1325	Travel Channel	243	Tennis Channel
26	KA AH - TBN	156	Liquidation Channel	591	VH1	1327	HISTORY	247	CBS Sports Network
27	KPXO - ION	157	Revenue Frontier	593	MTV	1329	Animal Planet	251	ACC Network HD
28	Daystar	158	GEM Shopping Network	598	BET	1331	TLC	312	Cars.TV
30	EWTN	160	Revenue Frontier	600	AMC	1332	MotorTrend HD	313	Justice Central
31	INSP	162	LOVE	646	SundanceTV	1333	Discovery Channel	314	Pets.TV
32	SonLife	163	Shop Zeal 1	673	FX Movie Channel	1336	Investigation Discover..	315	RecipeTV
33	TNT	164	Shop Zeal 3	675	IFC	1341	BBC America	318	Discovery Life Channel
34	AMC	165	Shop Zeal 4	689	Galavisión	1347	National Geographic	322	Cooking Channel
39	Galavisión	166	Shop Zeal 5	695	KFVE - Bounce TV	1400	Spectrum SportsNet	328	VICE
43	msnbc	167	Shop Zeal 6	701	Spectrum Surf Channel	1402	ShopHQ Health HD	337	Science Channel
44	CNBC	168	FETV	780	HLN	1404	Bull Dog Shopping Netw..	339	Smithsonian Channel
45	C-SPAN	170	Shop Zeal 8	782	C-SPAN2	1406	SonLife	344	Cleo
46	C-SPAN3	183	Gov-Hawaii Government ..	783	C-SPAN3	1408	EWTN	345	American Heroes Ch.
47	C-SPAN2	184	Olelo on Demand	784	DIY Network	1410	INSP	348	Nat Geo Wild
48	A&E	210	NBC Sports Network	785	HGTV	1440	Cartoon Network	407	UP
49	OLELO49	214	FOX Sports 1	786	Food Network	1441	TV Land HD	409	BYUtv
50	KKAI - IND	215	Spectrum Sports	790	Disney Channel	1444	Disney Channel	428	Universal Kids
51	CNN	217	SportsNet LA	1002	KBFD - IND HD	1446	Nickelodeon	429	Disney Junior
52	HLN	218	Spectrum SportsNet	1003	KHON - FOX HD	1448	Lifetime	435	GSN
53	OLELO53	219	SEC Extra HD	1004	KITV - ABC HD	1451	WE tv	437	Discovery Family
54	OLELO54	220	SEC Network	1005	KHII - MyTV HD	1452	Hallmark Channel	438	Baby First TV
55	OLELO55	222	ESPN	1006	KFVE (HD) - IND K5	1453	Hallmark Mov. & Myst.	445	Disney XD
56	KUPU - IND	224	ESPN2	1007	KGMB - CBS HD	1538	Freeform	447	Nick Jr.
57	Disney Channel	226	FS West	1008	KHNL - NBC HD	1540	Pop HD	449	LMN
58	Food Network	227	FS San Diego	1009	KIKU - ShopHQ HD	1545	Comedy Central	450	Lifetime Real Women
59	HGTV	228	FS Prime Ticket	1010	KHET - PBS HD	1547	A&E	456	Hallmark Drama HD
60	NewsNation	219	SportsNet LA	1011	KWHE - LeSea HD	1549	E!	546	Reelz
61	TBS	321	Food Network	1012	Spectrum Sports	1550	truTV HD	548	fyi
63	TLC	323	HGTV	1012	Spectrum Sports	1551	TBS	584	REVOLT
64	Oxygen	324	DIY Network	1016	Spectrum OC16	1553	TNT	585	GAC
65	truTV HD	325	Travel Channel	1016	Spectrum OC16	1554	FX	599	FM
66	WE tv	327	HISTORY	1018	Spectrum XCast 2	1555	USA Network	602	TCM
67	FX	329	Animal Planet	1020	Spectrum Surf Channel	1556	FXX	606	ASPiRE TV
68	Freeform	331	TLC	1022	KSIX - Telemundo HD	1557	SYFY	608	Ovation
69	Bravo	333	Discovery Channel	1022	KFVE 2 (HD) - Telemundo	1558	Oxygen	646	SundanceTV
78	E!	336	Investigation Discover..	1025	KALO - IND HD	1559	Paramount Network	675	IFC
79	KBFD - Arirang	341	BBC America	1026	KA AH - TBN HD	1560	Bravo	684	MYX TV
80	KBFD - KBS World	347	National Geographic	1027	KPXO - ION HD	1563	NewsNation	690	FOX Deportes
83	Cartoon Network	354	Pub-UHTV	1028	Daystar	1587	CMT HD	693	ESPN Deportes
84	HISTORY	355	Edu-UHTV	1045	C-SPAN	1591	VH1	696	NBC Universo
85	SEC Network	356	Edu-UH Dept of Educati..	1046	C-SPAN3	1592	MTV	787	Discovery Life Channel
86	SEC Extra HD	400	Spectrum SportsNet	1047	C-SPAN2	1598	BET	788	Science Channel
87	FS Prime Ticket	402	ShopHQ Health HD	1050	KKAI - IND HD	1600	AMC	789	Discovery Family
88	NBC Sports Network	404	Bull Dog Shopping Netw..	1056	KUPU - IND HD	1646	SundanceTV	791	Disney XD
90	Animal Planet	406	SonLife	1093	KHON - The CW HD	1673	FX Movie Channel	1035	Univisión HD
91	Discovery Channel	408	EWTN	1106	KITV - Hawaii News HD	1810	KFVE 2 (HD) - Telemundo	1037	Fuse
92	National Geographic	410	INSP	1107	msnbc	1883	Galavisión HD	1110	Newsmax TV HD
93	KHON - The CW	440	Cartoon Network	1108	FOX Business Network	1962	Oiwi	1119	Black News Channel HD
94	Investigation Discover..	441	TV Land HD	1109	FOX News Channel			1120	Cheddar News HD
95	ESPN	443	KHET - PBS Kids	1111	HLN			1122	BBC World News
96	FOX Sports 1	444	Disney Channel	1113	CNN			1123	i24
97	Hallmark Channel	446	Nickelodeon	1116	CNBC			1125	Heroes & Icons
98	Lifetime	448	Lifetime	1118	Bloomberg Television			1202	Olympic Channel
		451	WE tv	1121	The Weather Channel			1203	NFL Network
		452	Hallmark Channel	1124	AccuWeather HD			1208	MLB Network
		453	Hallmark Mov. & Myst.	1132	Jewelry TV			1211	RFD-TV
		455	KGMB - Bounce TV	1148	HSN2 HD			1216	Golf Channel
		520	QVC	1150	SHOPHQ			1221	ESPNU
		538	Freeform	1151	QVC2 HD			1225	ESPNEWS
		540	Pop HD	1152	HSN			1241	FOX Sports 2

SPECTRUM TV BRONZE

(Includes Spectrum TV Select and the following channels)

Digi Tier 1

- 23 Disney Junior
- 24 SundanceTV
- 35 Univisión
- 37 Fuse
- 42 BBC World News

Charter Communications. Programming may vary. Channels, Tiers and Packaging subject to change. Services not available in all areas. Charter issued digital receiver or CableCARD required to view programming channels, except for Basic Service viewable with customer owned TV equipped with digital OAM Tuner subject to future service changes when a market transitions to All Digital. Charter issued digital receiver required to view PPV and On Demand programming (where available). HD capable equipment required to view HD programming (where available). All programming may not be available to CableCARD or Digital Terminal Adapter customers. All service levels may contain channels with some R-rated programming, which can be blocked using the Parental Control feature on your on-screen program guide.

In a switched digital market, due to system technology enhancements access to certain digital channels will require a digital receiver, as HDTVs & digital OAM tuners equipped with CableCARDs or TV's equipped with Digital Terminal Adapter's cannot access certain digital channels requiring two-way communication (e.g., PPV & On Demand programming). CableCARD customers with TiVo equipment will also need a Tuning Adapter for access to such digital channels.

SAP - Second Audio Programming (Spanish Language when available) is offered on analog Basic Service & Expanded Service channels. Check your interactive program guide for further details. Channel numbers listed are for either analog cable-ready TV sets or Charter digital receivers. Customers using a OAM tuner TV or other personal OAM tuner device, not connected to a digital receiver, must activate the Auto Program feature, as described in the TV/device's Owner's Manual, to receive some digital services.

Any contractual relationship between the parties will be the result of formal negotiations and will only become effective upon execution of the contract by representatives of the parties authorized to enter into such agreements.

Areas Served: Island of Oahu, HI

1242 NBA TV	590 BET Jams
1243 Tennis Channel	592 Nick Music
1247 CBS Sports Network	594 BET Soul
1251 ACC Network HD	595 MTV2
1312 Cars TV	601 RetroPlex
1313 Justice Central	674 FLIX - W
1314 Pets.TV	676 IndiePlex
1315 RecipeTV	697 BeIN SPORTS Español
1318 Discovery Life Channel	792 Boomerang
1322 Cooking Channel	793 TeenNick
1328 VICE	1001 Scenic Hawaii
1337 Science Channel	1203 NFL Network
1339 Smithsonian Channel	1213 TVG
1343 OWN-West	1213 TVG HD
1344 Cleo HD	1229 BeIN SPORTS
1345 American Heroes Ch.	1232 PAC-12 Network
1348 Nat Geo Wild	1233 PAC-12 Los Angeles
1405 The Impact Network	1234 PAC-12 Bay Area
1407 UP	1235 PAC-12 Washington
1409 BYUtv	1236 PAC-12 Oregon
1428 Universal Kids	1237 PAC-12 Arizona
1429 Disney Junior	1238 PAC-12 Mountain
1435 GSN	1240 NHL Network
1437 Discovery Family	1248 BTN
1445 Disney XD	1249 MAVTV
1447 Nick Jr.	1250 The Cowboy Channel
1449 LMN	1269 Willow TV
1456 Hallmark Drama HD	1275 ESPN College Extra HD
1546 Reelz	1276 ESPN College Extra HD
1548 fyi	1277 ESPN College Extra HD
1566 TV One	1278 ESPN College Extra HD
1571 TUDN	1279 ESPN College Extra HD
1584 REVOLT	1280 ESPN College Extra HD
1585 GAC	1281 ESPN College Extra HD
1588 AXS TV HD	1282 ESPN College Extra HD
1599 FM	1334 Destination America
1602 TCM	1342 The Africa Channel HD
1606 ASPIRE TV	1434 Nicktoons
1608 Ovation	1565 Crime & Investigation
1646 SundanceTV	1593 MTV Live HD
1675 IFC	1595 MTV2
1693 ESPN Deportes	1601 RetroPlex
1812 ESPN Deportes	1607 HDNet Movies
1872 TUDN	1662 MoviePlex
1882 FOX Deportes	1676 IndiePlex
1886 NBC Universo	1808 Tr3s
	1869 BeIN SPORTS Español

831 Music Choice
832 Music Choice
833 Music Choice
834 Music Choice
835 Music Choice
836 Music Choice
837 Music Choice
838 Music Choice
839 Music Choice
840 Music Choice
841 Music Choice
842 Music Choice
843 Music Choice
844 Music Choice
845 Music Choice
846 Music Choice
847 Music Choice
848 Music Choice
849 Music Choice
850 Music Choice

PREMIUM MOVIE CHANNELS

Showtime

633 Showtime - W
634 SHO 2 - W
635 Showtime Showcase-W
636 SHO Extreme - W
637 SHO BET-W
638 SHO Next - W
639 SHO Women - E
640 Showtime Family Zone
1633 Showtime - W HD
1634 SHO 2 - W HD
1635 Showtime Showcase-W HD
1636 SHO Extreme - E
1636 SHO Extreme - W
1637 SHO BET-W
1639 SHO Women - E
1639 SHO Women - W

SPECTRUM TV PLATINUM

(Includes Spectrum TV Bronze and the following channels)

Digi Tier 2

117 CNBC World
203 NFL Network
213 TVG
213 TVG HD
229 BeIN SPORTS
232 PAC-12 Network
233 PAC-12 Los Angeles
234 PAC-12 Bay Area
235 PAC-12 Washington
236 PAC-12 Oregon
237 PAC-12 Arizona
238 PAC-12 Mountain
240 NHL Network
248 BTN
250 The Cowboy Channel
269 Willow TV
334 Destination America
342 The Africa Channel HD
346 Military History
434 Nicktoons
436 TeenNick
439 Boomerang
454 BET HER
542 LOGO
570 Tr3s
589 MTV Classic

OTHER SERVICES

801 Music Choice
802 Music Choice
803 Music Choice
804 Music Choice
805 Music Choice
806 Music Choice
807 Music Choice
808 Music Choice
809 Music Choice
810 Music Choice
811 Music Choice
812 Music Choice
813 Music Choice
814 Music Choice
815 Music Choice
817 Music Choice
818 Music Choice
819 Music Choice
820 Music Choice
821 Music Choice
822 Music Choice
823 Music Choice
824 Music Choice
825 Music Choice
826 Music Choice
827 Music Choice
828 Music Choice
829 Music Choice
830 Music Choice

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