

COMCAST INFORMATION

The Tara Master Association (TMA) has a bulk rate service contract with Comcast that is in effect until May, 2013. The cost of this service is included in the annual TMA assessment fee. Under this contract, Comcast provides 100 channels of standard programming, 46 music channels, two closed-circuit community information channels (195 for Tara and 196 for the Preserve), as well as Pay-Per-View and On Demand services. Comcast also provides eight HBO channels at no charge to TMA residents, although these could be deleted depending upon the cost to the cable provider. Reception on all channels requires either a Set Top Box (STB) or a digital adapter. TMA residents are entitled to one STB (non-HD) and two adapters or three adapters at no charge.

The specific channels provided are listed under the following headings in the Comcast channel lineup (copies available at the TMA office): Limited Basic; Expanded Basic; Value Pack (NOTE: channel 58 is Oprah Winfrey (OWN) not Discovery Health as listed); Digital Starter (channels 54-179); Digital Classic (channels 105 CSPAN3, 111 Discovery International, 115 Biography, 116 History International, 128 KIDS, 149 MoviePlex, 162 G4, 186 Shop NBC, 243 EWTN, and 251 Bloomberg TV only). In addition, there are six channels not listed in the lineup. These are 21 WRMD (Spanish language), 79 SNBC, 127 Smithsonian, 179 GSN (Game Show Network), 226 Cool (golden oldies music), and 248 Gospel. Residents who purchase additional programming from Comcast, e.g. optional sports or movie packages, will be billed individually for these services.

Seasonal Rates. Residents who purchase optional services and are away from Tara for extended periods of time may save money by having those services discontinued during their absence. The seasonal period varies somewhat from year to year but typically begins in April and ends in December. Guidelines, too, vary from year to year but typically include restrictions such as the following: a limit of two start/stops per year, services must be off at least two consecutive months before restarting, and services must be on at least one month before turning off again.

If you have questions about your service, contact Comcast at (941) 371-6700. Be sure that the customer service representative knows you reside in a community with a bulk service contract. (This should be displayed in the Alerts and Warning section of the screen the representative pulls up when accessing your account.) It has come to our attention that some owners are being billed for the eight HBO channels as an optional service. If this applies to you, call Comcast and ask the customer service representative to remove this charge from your account. Comcast is making a system wide correction of this problem, but it is still possible that the representative may need to refer the matter to a different department. In that case, you should receive a follow up call from a different Comcast representative. But you should not be charged thereafter for the eight HBO channels that are a part of our bulk cable contract.