

Frequently Asked Questions (FAQs)

General Questions

1. Why were these changes necessary now?

- The current Xfinity cable TV contract expires on June 30, 2027 with a notice of termination required no later than December 31, 2026.
- Our current internet provider's contract (Landmark, LLC) expired on August 31, 2026. The Board needed to decide on the internet provider going forward before the renewal date or we would have renewed for another 2 years with Landmark.

2. How were the service providers evaluated?

- Cost, support, functionality and recommendation feedback.

3. Who served on the Communications Committee?

- Steve Lampert (Board member), Steve Halliday (Board member), Michael Barley (owner) and William Delmar (owner).

4. Will these changes impact rental units or seasonal owners differently?

- One change is that Coastal Resorts or owners who rent will not be able to assign renters with a temporary password.

Internet Transition

1. Why is the Association switching to Comcast/Xfinity for internet?

- Owners will receive 1 GIG internet per unit, which Includes the Wi-Fi Gateway with Unlimited data, and the 1 internet box.
- The association will pay a fixed cost of \$32.05 (taxes and fees not included) per owner per month over a 5-year period. Currently we pay \$15.76 per owner per month for the access points in the hall, common areas and Chesapeake room.
- Peacock Premium is included for 2 years (\$10.99/month value). ***Owners must activate the streaming service within 90 days.***
- Owners can get a line of Mobile Select included for a year for free, with no annual contracts.
- Current internet in the halls does not cover the entire condo adequately.
- The current speed of 500mbs is shared by all users and does not support a full streaming solution.

2. If I recently implemented Landmarks router solution, will I be refunded my costs?

- No. The Landmark solution is an agreement between Landmark and the owner and is not part of the association.

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3. *Will my Landmark installed router work with the Xfinity solution?*

- No. The Xfinity fiber internet going into the building will be discontinued on November 30, 2026. Therefore, the routers internet feed will be deactivated.

4. *Will my monthly condo fees change because of this new internet contract?*

- No, monthly condo fees will remain as announced at the July 2026 owners meeting. The budget savings afforded by discontinuing Comcast TV service will be used to accelerate the build of our required capital reserves.

5. *Do I need to schedule an installation appointment for the new internet service?*

- The specifics have not been finalized with Xfinity for the transition. There will be a ZOOM workshop scheduled during the month of October outlining the transition process.

6. *Will there be any downtime during the conversion on November 1?*

- No downtime is planned for the internet transition. Overlapping internet coverage is planned for a limited time period.

7. *Can I upgrade to a higher-speed package individually?*

- Yes. Add 1 Gig internet for just \$9.48 (taxes and fees not included) more per month at owners' expense (subject to change).

8. *Will Wi-Fi coverage improve in the building/common areas?*

- The only future common areas with internet coverage will be the lobby area where the TV currently resides and in the Chesapeake room. All other access points will be decommissioned.
- The internet speed will increase drastically and not be shared by owners within the building.
- A router in the unit will improve coverage significantly.

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Cable TV Contract Ending

1. Why is the Comcast cable TV contract being canceled?

- Various surveys sent out over the last several years, along the one in the Chesapeake room this year, and monthly updates from the board requesting feedback identified the following:
 - Some owners were not happy with Xfinity cable performance or channel selection.
 - Some owners did not utilize the Xfinity cable service and only streamed. They did not want to pay for a “bulk” TV service that they did not utilize.
 - Only 48% of owners surveyed responded last year and only 12% this year. Of the owners responding there was not 1 solution preferred by the majority of the owners for a “bulk” account.
 - To ensure a majority of owners prefer a TV service for a bulk account the board needed 83 owners (51% of units) providing a “yes” vote on the one TV service and associated package. This was never accomplished.

2. What happens to my current Xfinity cable TV service after November 30?

- It will be decommissioned and boxes will need to be returned within 30 days to avoid additional owner charges.
- The return process will be reviewed in the ZOOM October workshops. The Board is working with Xfinity on how we can do this for owners who are not in OC during that time period.

3. Can I keep cable TV if I want to?

- Yes, at owner’s cost. There are various Xfinity streaming packages along with retail pricing for what you have today. Please see reference 2A in appendix below. The Board is working with Xfinity to see how the transition can be made seamlessly – no return of box, transfer of charges, etc.

4. How do I return my HD cable box?

- The specifics have not been finalized with Xfinity for the transition. There will be ZOOM workshops scheduled during the month of October outlining the transition process.

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5. ***How do people who do not live close to Ocean City (or would not normally be here in November) be able to return their boxes by 30 November? Is there a plan for Staff to collect the boxes and return them (or have COMCAST pick them and provide a receipt) ?***
- The specifics have not been finalized with Xfinity for the transition. There will be a ZOOM workshop scheduled during the month of October outlining the transition process.
6. ***Will there be any penalties if I don't return my box by November 30?***
- Yes. Owners will be charged the retail rate for every month they are not returned.
7. ***Will the Association provide guidance on choosing streaming or cable alternatives?***
- Please refer to appendix 1A for more information.
8. ***The new contract will provide less than we are presently getting. Jamie's Email says Owners must buy streaming options at their cost.***
- ***What programming will we get automatically as part of the contract?***
 - Peacock Premium is included for 2 years (\$10.99/month value). Owners must activate the streaming service within 90 days.
 - ***What streaming options are available (ie HULU, Netflix, etc) and what will be the additional cost and program selection for each option be to the Owner?***
 - Depends on owner preference. Whatever package the owner selects will be at the advertised price.
 - Louis Balzani of unit 806 created a great reference document.
 - Please see appendix 1A below for streaming and cable TV replacements.
 - Please see appendix 2A below for Xfinity Retail price sheet.
 - ***Do we need a special TV to accept the new service? What must the capabilities be?***
 - It is preferred to have a newer smart TV. If you do not have one, a Roku or Amazon Firestick will work. Following is the information for Xfinity Stream.
 - [Stream app on Xfinity TV partner devices FAQs Navigating](#)
 - A ZOOM workshop will be scheduled in October to review options.

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- ***Will COMCAST/Xfinity supply services to set up this new system in the unit for those of us who are less technically capable?***
 - There will be ZOOM workshop scheduled during the month of October outlining the transition process.
 - Xfinity will not be available onsite unless the owner would like to pay for the additional service.
 - Setup is very user friendly.

Streaming Transition

1. ***What streaming services are recommended for replacing cable TV?***
 - Depends on owner preference. Louis Balzani of unit 806 created a great reference document.
 - Please see appendix 1A below for streaming and cable TV replacements.
 - Please see appendix 2A below for Xfinity Retail price sheet.
2. ***Do I need a smart TV to stream?***
 - It is preferred. If you do not have one a Roku or Amazon Firestick will work.
3. ***Will the Board offer training or assistance for owners unfamiliar with streaming?***
 - Yes. We will have a ZOOM workshop in October with a high-level overview.
4. ***Will the building offer a streaming service or are we on our own? I liked the DirecTV idea. Is that still under consideration?***
 - Currently it is not on the approved implementation plan.
5. ***Will internet speeds support multiple streaming devices in one unit?***
 - 1 Gig speed is great for multi-player gaming, videoconferencing, and HD streaming on up to 12 or more devices at a time. The speed is not shared by all condo units.
6. ***Can I use my existing Roku, Fire Stick, or Apple TV?***
 - Yes
7. ***Does INTERNET come automatically or is it a separate charge to the Owner?***
 - The contract is for the internet coverage and will be included in the condo fees.

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Costs & Financial Impact

1. ***What is the Association currently paying annually for internet and cable television?***
 - The budget for 2026-2027 is \$174,000 which equates to \$88.41 per month per unit.
2. ***What will the new five-year Xfinity internet contract cost annually?***
 - The association will pay a fixed cost of \$32.05 (taxes and fees not included) over a 5-year period.
3. ***What are the projected net annual savings after installation, equipment, transition, and support expenses?***
 - Savings are projected to be \$86,820 for the upcoming budget year of October 1, 2026 – September 30, 2027.
4. ***What does that savings represent on a per-unit basis?***
 - \$529 annually, or \$44 monthly per unit.
5. ***Will owners' Association dues decrease, remain unchanged, or increase at a slower rate?***
 - Annual owners' fees are based on a simple calculation – total Association expenses divided by 164 units. One such annual expense is the Board's obligation to fund our Capital Reserves. As stated at the July 2026 Owners' Meeting, we envision the need to increase owner association dues annually through the next five seasons by an additional \$793 each season to meet our capital reserve funding obligation (2026/2027 – 2030/2031 seasons). The \$86K savings realized by the discontinuation of Cable TV, will be used to accelerate our capital reserve contribution in the 2026-2027 season and is anticipated to result in a reduction to the \$793 increase previously projected for the remaining four season's reserve contributions.
6. ***How much of the savings will be deposited into the capital reserve?***
 - 100% of the savings is projected to be deposited into our capital reserve funds
7. ***Will this change reduce or eliminate any anticipated dues increase or special assessment?***
 - As stated at both the May 2026 Annual Owners' meeting and the July 2026 Owners' meeting, Maryland law requires Association Boards to adequately fund a Capital Reserves depository account that aligns with future capital expenditure replacement plans and costs. Relying on special assessments to meet capital replacement needs is a violation of Maryland law; however, in special situations where cost, inflation and/or timing assumptions made in our capital reserve plan might deviate from reality, there could be the need for a special assessment to close a funding gap. At this time, the Board does not

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foresee the need for special assessments in the future as contingencies have been included in our capital reserve plan to mitigate this risk.

8. *Are internet equipment, installation, taxes, and related fees included in the new contract?*

- Yes. The 1 internet box rental is included. Taxes and fees were not included in our contractual pricing. We are budgeting a 10% additional expense.
- Installation is the owners' responsibility unless the board is given permission by the owner in writing to do it on their behalf. Installation requires the owners bulk account number, phone number associated with the account and owners requested user name and password. **It is strongly recommended that each owner set up their own account due to security reasons.**
- A workshop will be conducted in October to review the process and options for onsite support.

9. *Who pays for all the new equipment that may be needed in the unit?*

- The 1 internet box rental is included.

10. *Will owners be required to obtain or pay for any new equipment?*

- No. Only charge will be if owner does not return their cable HD boxes prior to November 30th or wants additional internet speed or cable TV service.

11. *What individual cable or streaming packages and estimated costs will be available to owners?*

- Any retail package you see advertised by any provider will be available for owner purchase.
- Depends on owner preference. Louis Balzani of unit 806 created a great reference document.
 - Please see appendix 1A below for streaming and cable TV replacements.
 - Please see appendix 2A below for Xfinity Retail price sheet.

12. *If we choose to keep cable and pay for it ourselves, will our quarterly fees be less?*

- No, monthly condo fees will remain as announced at the July 2026 owners meeting. The budget savings afforded by discontinuing Comcast TV service will be used to accelerate the build of our required capital reserves.

13. *How will these savings affect future condo fees?*

- In year one, the savings will be diverted to accelerate funding of our Capital Reserve needs and owners will not see any savings from already announced owner fees for the 20206-2027 season. In years 2+, the Board anticipates that owners should see a reduction in owner fees and/or the projected rate of increase in owner fees but cannot confirm such savings until each new

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season's budget is determined and all budget planning assumptions such as inflation, interest rates, etc. are better known.

14. *Will the new internet contract increase or decrease my personal expenses?*

- The Board cannot determine the impact on each owner's personal expenses as owner situations are different. If an owner already has access to streaming services, they should see no financial impact. If an owner needs to purchase new streaming service access, they will likely incur an additional personal expense, but the amount will be dependent upon what service they choose. In some cases, the new purchase of streaming services could result in a reduction to an owner's current TV expenses, especially across multiple properties.

15. *Are there any one-time costs owners should expect during the transition?*

- Only if additional services requested.

16. *If we want to keep the cable service we have what would our personal cost be?*

- TV Plus - \$105/month for 125+ channels - does not including taxes and fees.
- Total could reach \$165.49 excluding taxes and fees, with the HBO and the 3 boxes at retail rate.
- Xfinity Retail Price Sheet as of August 2026

17. *Can service Owners buy just for the summer months or must it be for 12 months of the year? COMCAST had a May to October service which you could get cheaper.*

- If that package is available at retail, owners can buy it as any retail customer would be able to.

18. *Will there be special access codes/instructions for non-owners?*

- Not sure if I understand the question. There will not be any temporary user names or password available with this solution.

19. *For problems- will Owner have to contact COMCAST directly or will it be through the Office who has control of the contract?*

- Owners will need to contact Xfinity directly.

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Logistics & Support

1. ***Will someone be available onsite to help with the transition?***
 - We will have a board member on site periodically thru October and into November. There will not be a representative for Xfinity on site.
2. ***Where can I find instructions for returning equipment?***
 - The specifics have not been finalized with Xfinity for the transition. There will be ZOOM workshops scheduled during the month of October outlining the transition process.
3. ***Who do I contact if I experience issues during the conversion?***
 - Your primary contact will be Xfinity.
 - We will provide instruction during October ZOOM workshop on support options.
4. ***Will the Board provide a step-by-step guide for setup?***
 - There will be ZOOM workshops scheduled during the month of October outlining the setup process.
5. ***In the past WIFI service in the master bedroom of 4 and 5 stacks has been terrible. Will they provide dedicated service to these units at no cost if necessary?***
 - Xfinity has various options if the router does not cover the entire unit. When issues arise, they will be addressed accordingly.
6. ***What is the latest date to contact COMCAST with my request for streaming selection to ensure unbroken service during the change over? Who? How?***
 - The specifics have not been finalized with Xfinity for the transition. There will be ZOOM workshops scheduled during the month of October outlining the transition process.

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Appendix

1A. List of streaming services and cable TV replacements

Streaming and Cable Options

1B. Xfinity offers subject to change

Xfinity Retail Price Sheet as of August 2026

FEATURED	FEATURED	FEATURED	FEATURED
			
Peacock, Netflix, HBO Max 29% SAVINGS	Peacock, Netflix, Disney+, Hulu Bundle, HBO Max 32% SAVINGS	Peacock, Netflix, Apple TV Disney+, Hulu Bundle, HBO Max 39% SAVINGS	Peacock, Netflix, Apple TV, HBO Max, NOW TV
\$22 /mo	\$30 /mo	\$35 /mo	\$35 /mo
Retail \$30.97/mo	Retail \$43.96/mo	Retail \$56.95/mo	
Pricing & other info	Pricing & other info	Pricing & other info	Pricing & other info



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