

Lakes on the Green Homeowners Association  
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April 24, 2024

Federal Communications Commission  
45 L Street, NE  
Washington, DC 20554  
Att: Chairwoman Rosenworcel  
Commissioners

RE: Proposed Rulemaking Impacting Bulk Billing

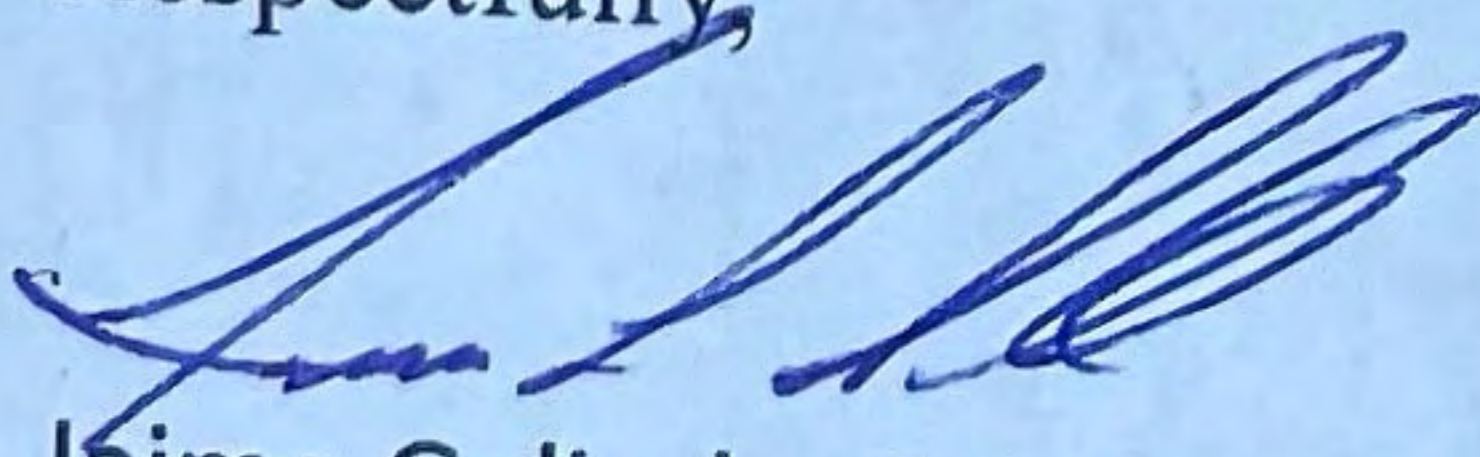
Dear Chairwomen Rosenworcel,

I am writing you as the President of the Board of my Homeowners Association (HOA), Lakes on the Green, located in Miami Fl. Lakes on the Green is an HOA consisting of 548 single family homes, predominantly a Latino middle-class community. The association has historically had a bulk agreement with Comcast to provide video services to the community and said cost was included as part of the community budget and billed to the residents through the monthly assessments. Throughout the tenure of the bulk agreement, service complaints and significant retail costs for internet were a common theme. When the agreement had entered its final 12 months, the board of directors decided to commence the RFP process and get competitive bids.

During the RFP process the board solicited bids from three providers, and after conducting our due diligence, the board selected Hotwire Communications as the provider of choice for the community. This process allowed the community to not only select a provider that would provide better service, but more importantly allowed the community to enhance its infrastructure while significantly reducing the cost of services to the residents, many of whom were paying significant out of pocket expenses for internet. To quantify the cost, the community was able to bulk the services for both high speed internet and video for well over 50% less of the cost to the residents. The process of selecting a new service provider was done in the Sunshine. Numerous board meetings and townhalls were conducted with the residents of the community and Hotwire Communications leaders in which questions were answered and concerns addressed.

While I understand that the premise behind the proposed rule to eliminate bulk billing is that it would increase competition, choice, and competitive pricing; I assure you that the opposite would in fact take place. The residents of Lakes on the Green would immediately go from paying a \$74 bulk rate to well over \$200 for the same services; Definitely not reducing costs. Moreover, our HOA is a non-profit corporation and as such reserves the right to engage the services of providers as the board of directors and the residents of the community see fit. Please consider the severe negative impacts the decision to eliminate bulk bill will have on Lakes on the Green, a working-class community, and the hundreds of thousand communities like ours across the USA.

Respectfully,



Jaime Galindo, President

On behalf of the Board Lakes on the Green HOA