



Ballantrae Community Association

3327 SE Ballantrae Boulevard, Port St. Lucie, Florida 34952

(772) 398-9700 Phone • (772) 398-0744 Fax

hoamanager@comcast.net

May 23, 2024

To: Federal Communications Commission

From: – Board President, Ballantrae Community Association

Community: Ballantrae, Port St Lucie, FL

We are writing to express our opposition to the proposed ban on bulk services for HOA communities, particularly our community of Ballantrae consisting of 435 homeowners. As a resident and member of the Ballantrae Community as well as the Association President for the past 3 and one-half years, I have personally experienced the significant benefits that bulk agreements provide to our community, and I urge the FCC to reconsider this decision.

Bulk contracts allow our community to leverage our collective buying power to maximize the benefits for our residents while minimizing costs. In fact, our community has seen savings of almost 50% by utilizing bulk agreements for television and internet services. These savings are crucial for many of our residents, particularly those on fixed incomes or facing financial hardship. With our bulk agreement, rates have consistent price increases each year that are spelled out within the terms of our contract. We most recently extended our bulk agreement which includes many “extras” like HD, DVR, Modem, Wi-Fi and our residents do not experience surprise fees. Without a bulk agreement, our association would also lose the benefits of our free services (internet, and television) for our communal areas, guard gates, marina and HOA clubhouse.

Furthermore, our bulk agreement has enabled us to access superior products and services, such as the fiber optic cable installed throughout our association. These services have provided a far superior experience for our residents at no additional cost.

Another of the key advantages of bulk agreements is the dedicated support and customer service that our community receives. With our bulk carrier, Ballantrae has a dedicated Account Manager and Customer Service phone number, ensuring that any issues are addressed promptly and efficiently. This level of personalized service is invaluable to our community and contributes to the overall satisfaction of our residents.

In summary, bulk agreements have been instrumental in providing our community with a great television and internet experience, superior customer service, and affordable rates. Banning bulk services would not only undermine these benefits but also cause financial hardship for many of our residents. I urge the FCC to reconsider this proposal and continue to support bulk agreements for HOA communities like Ballantrae.

Thank you for considering my comments on this important matter.

Sincerely,

Philip A. McNair

Philip A. McNair
President