



## TING FIBER INTERNET FREQUENTLY ASKED QUESTIONS What does this mean for residents?

### THE BASICS

**What is Ting Internet and what is this program about?** Ting Internet is a provider of high-speed fiber internet. As of April 30, a contract was signed with the Golden Rain Foundation of Laguna Woods (GRF) to build a fiber internet network throughout Laguna Woods Village. Construction begins in June 2025.

**What kind of internet speeds will be available?** Residents will have access to speeds up to 2 gigabits per second, allowing multiple devices to connect without buffering or slowdowns.

**What services are being offered?** In addition to fiber internet with speeds up to 2 Gbps, Ting Internet has partnered with DirecTV Stream to provide residents access to live and on-demand streaming TV without needing traditional cable service.

**Who approved this project?** The GRF board of directors and corporate members approved the partnership and contract with Ting Internet.

**How is this funded? Will GRF or the mutuals take out loans?** GRF is using existing reserves and exploring other funding options. No loans are planned at this time.

**How will this affect my monthly dues? Will there be special assessments?** Internet will be included in your HOA fee—no separate bill from West Coast Internet. There will be no special assessment.

**Will my internet or TV costs go up?** In 2027, you'll pay about the same as today, but with faster internet and better TV options.

**What is this going to cost me?** The total cost for internet and television service will be less than the average per-manor-per-month fee currently paid by residents. Premium movie channels that previously cost extra each month—like HBO, Showtime and Cinemax—will be replaced with the MAX+ and Paramount+ with Showtime apps at no additional charge to residents. See the monthly costs chart below.

	Current	New
Avg. monthly internet cost	\$40.95	\$40
Broadband portion of HOA fee	\$29.60	\$25
Avg. set-top box rental fee	\$14.84	\$0
Broadband capital expenses	\$1.96	\$6.50
Total monthly cost	\$87.36	\$71.50

This next-generation system will also help phase out older, less efficient technologies and support energy cost conservation efforts throughout the Village.

**Why did GRF choose Ting?** Ting was selected due to its combination of high-speed symmetrical service, strong customer service and commitment to building future-ready infrastructure for the Village. GRF went through an extensive request for proposal process and awarded Ting the contract.

**How does this affect property values?** Fiber internet is a long-term investment in infrastructure and is expected to increase the value and market appeal of homes throughout the Village.

## CONSTRUCTION AND INSTALLATION

**Is there a cost for installation or service?** There is no installation service cost to residents.

**When does construction start and how long will it take?** Construction begins in June 2025. The timeline will vary by neighborhood. Ting will provide ongoing updates as the work progresses. The timeframe to complete the entire project is 16 to 18 months from June 2025.

**Will residents be notified before construction begins near their home?** Residents will receive advance notice from Ting and through Village communication channels before work begins in their area. A construction calendar will be available soon on [lagunawoodsvillage.com](http://lagunawoodsvillage.com).

**Will construction disrupt daily life?** Disruptions are expected to be minimal. Ting's installation process is designed to be as community friendly as possible.

**Will installation involve access inside my home?** Yes. Each home will get a fiber box, Wi-Fi router and two DirecTV Gemini boxes—at no extra cost.

## INTERNET SERVICE

**Do residents need to switch internet providers, and what will happen to emails provided by West Coast Internet?** Once the new network is activated, residents will no longer have access to West Coast Internet email accounts, including addresses ending in @comline.com and @fea.net. Residents are encouraged to create a Gmail account, which offers the best compatibility with the DTV Gemini stream box and helps ensure a smoother, more enhanced user experience.

**Will the new internet service support smart home devices?** Ting's fiber internet supports high-bandwidth uses like smart home devices, telehealth, video conferencing and 4K streaming.

## RESIDENT SUPPORT

**Who do I contact for more information?** Call Broadband customer service at [949-837-2670](tel:949-837-2670).

**Will there be in-person help or support available?** Ting will have a local team available for installation, service questions and ongoing support. Stay tuned to "What's Up in the Village" for updates.

**Will training or workshops be offered for residents?** Ting will host on-site workshops and educational sessions to help residents learn how to use fiber internet and streaming TV services.

The PC Club will also offer internet and DirecTV classes and in-person support at the PC Club classroom located on the third floor of the Community Center (24351 El Toro Road). Stay tuned to "What's Up in the Village" for updates.

## MORE INFORMATION

**Where can I go for further details?** Weekly updates will appear in "What's Up in the Village"; subscribe [here](#) or at ([lagunawoodsvillage.com/news/subscribe-to-news](http://lagunawoodsvillage.com/news/subscribe-to-news)). Or visit [Ting-Laguna Woods Village](http://Ting-Laguna Woods Village) ([tinginternet.com/lagunawoodsvillage](http://tinginternet.com/lagunawoodsvillage)).

**Who do I contact if I have questions?** Call Broadband customer service at [949-837-2670](tel:949-837-2670).