

## VOTE ON FIBER-BASED BROADBAND SUBSCRIPTION

### Background

BMCL's current broadband agreement with Sanuk Systems will expire in 2024. Therefore, it is time to decide on the next steps for future broadband services within Blue Mango Residence. The Board has reviewed the services provided by Sanuk Systems. However, BMCL is unable to reach an agreement with Sanuk Systems that allows us to cancel the subscription with short notice and renew it later. What we ask homeowners to consider is continuing with a "Community" solution. Like previous boards, we assess that broadband subscriptions should be considered part of the infrastructure, and therefore, must be committed to for a longer period.

### Options

1. **Renew the contract with Sanuk Systems** – A renewed three-year agreement (2025-01-01 – 2027-12-31) where Sanuk Systems continues as the broadband provider for BMCL. Currently, there are 68 subscribers, as well as the two shared pools.
2. **No broadband service via BMCL** – Each homeowner arranges and is responsible for their own broadband connection. Consideration should be given to the building permit guidelines available on the website.

### Board's Recommendation: New Three-Year Agreement with Sanuk Systems

The Board recommends option 1 – a new three-year agreement with Sanuk Systems – as the best option to ensure stable broadband and good service for all households. According to previous votes, homeowners have expressed their support for a community solution with shared fiber installation, which has enabled us to build a robust digital infrastructure.

Below are some of the advantages of continuing the joint agreement with Sanuk Systems:

- **High service level and availability:** Sanuk Systems offers both English-speaking and local support, which many of our members appreciate. The high availability ensures quick help when needed.
- **Reliable fiber connection:** Sanuk Systems reports any service interruptions monthly, and the Board's analysis shows that the quality level is close to 100%. The stable connection ensures that our members can rely on the service.
- **Easy payment via homeowner invoice:** Payment is made conveniently via the homeowner's invoice to BMCL. According to previous votes, it has been decided that BMCL will offer a "community" based fiber network. The cost is billed via the homeowner invoice, which simplifies the payment process and reduces administration for all households.
- **Flexible additional services:** Through Sanuk Systems, there are options for IP telephony, a variety of TV channels, and VPN services for an additional fee, catering to different needs in the area.

The Board is confident that a new agreement with Sanuk Systems will continue to provide BMR with high-quality broadband, extensive support, and additional services, which we consider to be a long-term and beneficial solution for all members.

### Why Continuing the Agreement with Sanuk Systems is Advantageous

The Board would like to provide background as to why continuing the agreement with Sanuk

Systems is preferred. In 2017, BMCL invested approximately 800,000 baht to install fiber optics in Blue Mango Residence (BMR). Unlike many other areas in Mae Phim, homeowners within BMR did not have to pay the installation fee, as BMCL covered the entire cost. This has been a significant benefit for our members.

By signing a new three-year agreement with Sanuk Systems, we avoid future installation fees, which would have been necessary if the association had chosen to switch providers. In 2023, an extensive analysis of alternative broadband solutions was conducted, and the previous board concluded that switching providers was not beneficial for BMR. The reasons included rising technical costs and a reduced range of support and additional services.

It is also important to note that within our shared community, BMR, it is not allowed to independently or with an external party install cables on BMCL's utility poles, attach cables to walls, or bury cables underground without first obtaining permission from BMCL.

In summary, the Board believes that continuing the agreement with Sanuk Systems is the most beneficial option for maintaining stable and reliable broadband service for the entire area without additional installation costs or compromises in service and support.

#### **Price Indication Per Month, Based on the Number of Subscribers**

After negotiations, the Board has succeeded in securing a fixed monthly fee for the broadband service for the duration of the three-year agreement, with no planned price increases during the contract period. The price is calculated on the same basis as previously, with a total of 70 subscribers.

- **Monthly Fee:** 737 baht/month including VAT for the next three years.
- **Price Adjustment:** An increase of 55 baht/month including VAT compared to the previous cost.

The fixed fee provides the association with a secure and stable cost for the broadband service, facilitating long-term planning for all households.

#### **What Does a YES or NO Mean in the Vote?**

According to our bylaws, a simple majority will apply in the vote. To clarify what a "YES" or "NO" means in the vote on the association's broadband solution, the following descriptions of the two options are provided:

- **YES** – By voting "YES," you approve that BMCL will continue to offer a shared community broadband solution for all households within Blue Mango. BMCL will sign a three-year contract with Sanuk, meaning the broadband service will continue as before. If you sell your house, the broadband contract will transfer to the new owner for the remainder of the agreement period.
- **NO** – By voting "NO," the community broadband subscription will end, and all households will be disconnected from the broadband service. In this case, equipment from Sanuk Systems must be returned immediately. "If a household wishes to reconnect to the service in the future, an installation fee of approximately 10,000 baht will apply, and it will require that all households return to a community solution." The homeowner will then be responsible for arranging an individual broadband solution with any provider of their choice.

#### **Board's Assessment of the Benefits of a Continued Shared Agreement**

The Board has long evaluated possible solutions for broadband and concluded that a stable

subscription is essential for both the presence and security of the area, especially for homeowners with security cameras, renting, or selling their homes.

### **Comments on Alternative Broadband Solutions**

The Board would like to thank those members who have submitted proposals and comments regarding alternative broadband solutions. One proposal suggests that each homeowner individually subscribes to broadband services with another provider or uses their mobile subscription.

An alternative has been submitted by a homeowner, see the attachment.

After careful evaluation, the Board has decided that this option is not feasible. The reason is that the Board's role within BMCL includes ensuring a reliable and joint broadband solution that offers all members dependable connection and flexible support. An individual solution per household is therefore not considered to meet these requirements and could potentially affect the association's long-term stability and service quality.

### **Voting and Deadline for Responses**

We would like to remind everyone of the importance of participating in the vote, where members have the opportunity to decide on a shared broadband solution for the association. The vote will be conducted via SurveyMonkey, where each household's vote is linked to their respective house number. We kindly ask all homeowners to participate and submit their response by November 23, 2024.

The voting begins immediately and ends on November 23, 2024.

We emphasize the importance of receiving responses from all homeowners.

If you have any questions or comments, please contact the Board via the following link: [Kontakt med styrelsen – Blue Mango Residence](#)