



September 15, 2020

Dear Residents,

As a resident of Harmony you receive internet access and home alarm monitoring through what is termed a “bulk service” agreement between your community association (HOA) and enTouch. The agreement was put in place in July 2008 with the intention of providing high quality services to residents at a low rate.

The HOA Board of Directors and enTouch have agreed as follows:

1. Bulk Services Contract Period: July 1, 2019 through December 31, 2022.
2. The Bulk Services Fee will increase from \$672 to \$756 on January 1, 2021.

Year	Monthly Rate	Annual Rate	Internet Speed	Security
2019	\$46.50	\$558	300 down / 30 up mbps	Security Service
2020	\$56.00	\$672	500 down / 40 up mbps	Security Service
2021	\$63.00	\$756	1000 down / 40 up mbps	Security Service
2022	\$63.00	\$756	1000 down / 40 up mbps	Security Service

3. Any bulk service customer who chooses to discontinue receiving the bulk service through the group HOA assessment will be free to “opt out” between the dates October 1st and October 31st. Opting out during this time will discontinue service for the following year and will not be charged a Bulk Assessment. In the event that a resident does not ‘opt out’ by October 31st of the pertinent year. Then such Resident shall be subject to the Bulk Services Agreement and Bulk Service Fee.

Year	Opt Out Date	Effective Billing Date
2019	October 1, 2019-October 31, 2019	January 1, 2020
2020	October 1, 2020-October 31, 2020	January 1, 2021
2021	October 1, 2021-October 31, 2021	January 1, 2022
2022	October 1, 2022-October 31, 2022	January 1, 2023

4. Attached is a form for opting out. The form must be completed and dropped off at The Thicket management office located at 3811 Everly Bend Drive Spring, Tx 77386. The form may also be emailed to Vanessa.barreto@fsresidential.com and Courtney.hall@fsresidential.com. **NO LATER THAN NOON Saturday, October 31st, 2020. NO EXCEPTIONS.**

5. If owners chose to discontinue services, equipment must be dropped off at the Thicket no later than January 10, 2021. Equipment should consist of a wireless router and power cord. If owners have additional services with enTouch (security, video, telephone, etc) then you will need to work with enTouch directly to disconnect such services.
6. Residents who wish to continue the bulk service will be required to do nothing additional and will be charged a **bulk assessment of \$756 on January 1, 2021**. If you already opted out, you do not need to opt out again.

For questions or concerns please contact your Harmony Team at 281-430-4160 or 281-430-4180.

Sincerely,

Board of Directors, Community Association of Harmony

ENTOUCH OPT OUT FORM

I, _____, hereby give notice to opt out of EnTouch Services contracted through the Community Association of Harmony as of December 31, 2020. I am aware that my services will be suspended December 31, 2020 and that it is my responsibility to gather services elsewhere thereafter.

Signature

Date

Signature

Date

Print First Name

Print Last Name

Print First Name

Print Last Name

Property Address

Section (Circle One):

Creek Forest Landing Bend Pines Allegro Springs Wood Oaks Vivace Solstice Villages

Contact Phone Number

Secondary Contact Phone Number

Email Address

Secondary Email Address

Office Staff Only:

Completed Form Date Received _____ Entered

Equipment Received at The Thicket

Equipment Received EnTouch