



OPEN MEETING

REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE*

**Monday, September 20, 2021 – 1:30 p.m.
Virtual Meeting**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:

1. Join the Committee meeting via a Zoom link at: <https://us06web.zoom.us/j/82817619487> or by calling 669-900-6833 Access Code: 828-1761-9487.
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

NOTICE AND AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgement of Media
3. Approval of the Agenda
4. Approval of Meeting Report for August 16, 2021
5. Chair's Remarks
6. Member Comments

Items for Discussion:

7. Media and Communications Report - Eileen Paulin
8. Broadband Services Report - Paul Ortiz

Items for Future Agendas:

- Focus groups for website
- Review and revise the Village website usage policy
- Community survey

Concluding Business:

- Committee Member Comments
- Date of Next Meeting: October 18, 2021
- Adjournment

*A quorum of the GRF Board or more may also be present at the meeting.

Joan Milliman, Chair
Eileen Paulin, Staff Officer
Telephone: 949-268-2020



OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, August 16, 2021, at 1:30 p.m.
Virtual Meeting
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

Members Present: Chair Joan Milliman; Directors Elsie Addington, Neda Ardani, Maggie Blackwell, Lynn Jarrett, Annie McCary and Ryna Rothberg; Advisors Theresa Frost, Tom Nash, Carmen Pacella, Lucy Parker and Juanita Skillman; Alternates Bunny Carpenter and Deborah Dotson

Members Absent: None

Others Present: Egon Garthoffner and Norman Kahn

Staff Present: Eileen Paulin, Paul Ortiz, Ellyce Rothrock and Susan Logan-McCracken

1. Call to Order

Meeting was called to order at 1:30 p.m. and a quorum was established by Chair Milliman.

2. Acknowledgement of Media

None present.

3. Approval of the Agenda

Approved by unanimous consent.

4. Approval of the Report

Approved by unanimous consent.

5. Chair's Remarks

Chair Milliman discussed where to go for accurate information and answers. She read through and highlighted information from the "Got (the Right) Info?" fact sheet that was included in the agenda packet.

6. Member Comments (Items Not on the Agenda)

Parviz Riazi inquired about the discontinuation of standard-definition programming and when this decision was approved by the GRF board of directors. He articulated that

residents without the right equipment will not be able to receive CBS, NBC and ABC.

7. Director and Staff Responses to Member Comments

In response to Mr. Riazzi's comments, Mr. Ortiz discussed the GRF initiative to transition from standard definition to high definition.

- These channels have not been taken away, but rather moved to high-definition channels 402, 404 and 407.
- Most one- or two-year-old televisions can receive every channel listed on the channel card.
- GRF cannot support every piece of equipment, that's why we encourage residents to use a set-top box.
- Residents who don't want to pay the monthly fee for a set-top box can purchase a new TV, which would be able to receive all 150 channels listed on the card.
- The GRF initiative to transition to a high-definition cable network occurred over the past three years and it was done incrementally, 10 channels at a time.
- This initiative saves bandwidth, electricity and costs.

Chair Milliman reiterated that the channels were moved incrementally by one group at a time.

Ms. Paulin added that the gentleman is a relatively new resident and wasn't privy to the last three years of planning that went into this decision.

REPORTS

8. Media and Communications Report - Eileen Paulin

Ms. Paulin updated the committee on the website, which is still in next year's GRF budget pending final approval. Focus groups to discuss the needs of the website will not commence until the budget has passed, but the plan is to hold several small focus groups rather than one large one.

Ms. Paulin displayed the August/September Village Breeze that had been delivered to the Community Center. She anticipated that resident copies are likely in the mail. She highlighted from the issue:

- Questions for the Q&A column on page 26 taken from actual phone calls
- How Landscaping Services maintains and environmentally protects Aliso Creek on page 28
- Information about water conservation on page 59
- The cover, which features a photo of Laguna Beach taken just down the road from this community

Ms. Paulin announced that the contract with The Broadband Group (TBG) was approved by GRF.

She highlighted from the staff report that website traffic continues to be high and open rates on email continue to be strong.

She expressed appreciation for continued efforts of the committee on the important initiative to direct residents to where they can go for the right answers.

She mentioned that the Centers for Disease Control and Prevention recommended a COVID-19 booster shot for people who are immunosuppressed. She referred to the California Department of Public Health and the Orange County Health Care Agency for information and direction.

Since Village Television appearances have resumed, Ms. Paulin mentioned the department has been busy working on presentations and messaging. She also mentioned year-in-review presentation preparations are underway.

Advisor Pacella stated that the "Got (the Right) Info?" fact sheet that was included in the agenda packet is excellent. He suggested adding a button to the website homepage that leads directly to it. Ms. Paulin stated it was a great suggestion and that it is possible with the microsite. Chair Milliman concurred.

Referring to the staff report, Director McCary commended the incredible amount of work accomplished by the Department of Media and Communications. She reiterated Advisor Pacella's suggestion. She stated that she and other board members are working on the year-in-review reports. She commended and thanked the Media and Communications department for working with all the boards to get their year-in-review presentations ready.

Chair Milliman stated that the annual meetings are coming up.

Advisor Nash reiterated the importance of promoting on multiple platforms where residents can go for correct information. He mentioned monitoring social media and a discussion ensued.

9. Broadband Services Report - Paul Ortiz

Mr. Ortiz highlighted from the Broadband Services report:

- Expiring programming contracts
- Broadband subscriber count report
- Broadband Services fee report
- High-speed internet subscriber counts

Ms. Paulin commended Mr. Ortiz for his work to find efficiencies and save costs.

ITEMS FOR DISCUSSION AND CONSIDERATION

ITEMS FOR FUTURE AGENDAS

11. Focus Groups for Website

12. Review and Revise the Village Website Usage Policy

13. Community Survey

CONCLUDING BUSINESS

14. Committee Member Comments

Director McCary mentioned that her email address was hacked over the weekend by a phishing scam that asked contacts in her network to send funds via gift cards. She asked the committee for ideas to warn people about this type of cyberattack.

Director Dotson added that this was a sophisticated cyberattack and, after right clicking on the email address to show that her email was correct, she clicked on the email. When she realized it was a scam, she changed her password immediately, recommending others do the same if they get tricked. She advised changing passwords often and right clicking on the sender's email address. She will write about this topic in every issue of the Village Breeze and talk about it on a new Village Television show. Further discussion ensued.

Director Dotson requested adding community surveys as a future agenda item.

Director Ardani mentioned Fanny Mae's decision to suspend new NCB loan applications in United Mutual. Ms. Paulin stated this information went out in an email blast to realtors as well as to residents in the Friday "What's Up in the Village" email blast. Director Ardani requested that this continue to receive as much coverage as possible.

Advisor Skillman suggested coverage for all the different types of scams. She had received a phone call scam yesterday. She also suggested publishing an article on the demographics and statistics obtained about the Village from the 2020 census for the Village Breeze.

Advisor Parker suggested producing a couple of new videos on scams, possibly including personal examples like Director McCary's. She thanked Director Dotson for her efforts to inform residents about protecting themselves from scams. She commended the Department of Media and Communications for doing an excellent job.

Director Jarrett commended and thanked Ms. Paulin and Mr. Ortiz regarding the information they provided today.

Chair Milliman commended them for a fine job every time and that print media and video media were fantastic.

Ms. Paulin referred to a recently published article about HO-6 insurance that pertains to United Mutual. Director Ardani acknowledged the coverage and continuing to cover this very important topic.

Chair Milliman mentioned possibly sending an email blast to all United residents, encouraging them to talk to their board of directors.

Director Addington referred to an article she wrote on HO-6 insurance. Chair Milliman asked her to share it with Ms. Paulin.

15. Date of Next Meeting - September 20, 2021, at 1:30 p.m.

16. Adjournment

2:55 p.m.


Joan Milliman, Chair
Media and Communications Committee

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STAFF REPORT

DATE: September 20, 2021
FOR: GRF Media and Communications Committee
SUBJECT: Marketing and Communications Activities Report – August 2021

RECOMMENDATION

Review Marketing and Communications Report.

BACKGROUND

Media and Communications staff prepares a monthly report for MACC. This report includes, but is not limited to, Media and Communications activities, communications projects, website management, analytics, docent tours, new resident orientations, CodeRED enrollment and more.

DISCUSSION

The website is an ever-evolving information hub updated daily via input from all departments, residents and clubs. Media and Communications maintains webmaster duties by writing, editing and posting content, which includes, but is not limited to, governance, news, club news, club updates, training, activities and calendars.

Media and Communications staff also continues to proactively engage, inform and share vital information with residents. The attached report presents engagement efforts in August through the iContact direct email service, through which flyers, newsletters and other tools are used to disseminate news and information. The average open and click rates illustrate interest and engagement in the content disseminated.

Workflow continues to be managed through the online project management system, Trello, which tracks work performed by staff and a freelance graphic artist, including deadlines, content, artwork, editing, fact checking, graphic design and distribution. **Trello tracked 63 projects in August.** Additionally, **Media and Communications entered 492 email addresses into iContact in August,** and **posted 122 items on the website in August.**

The Office of the CEO and the Department of Media and Communications work together to handle an average of **24 phone calls and 20 emails each day,** totaling **more than 500 calls and 400 emails per month.**

Regular publications completed by the Media and Communications team in August include:

- August/September Village Breeze
- What's Up in the Village (Friday email blast): Four editions
- Weekly press releases for the Globe: Four weeks
- Manor Alterations Biweekly News Bulletin: Two editions
- July/August Employee Newsletter

Media and Communications staff also maintains specific email lists for select recipients to allow for more targeted communication while reducing communication fatigue. Current specialized lists include pool users, golf cart owners, Garden Center plot holders and real estate professionals. When the financial packet was distributed, residents were encouraged to sign up for the email distribution list. A new feature was provided allowing residents to choose specific communications and opt out of others they preferred not to receive. Media and Communications also can send email communications to VMS employees and directors on each of the boards.

Key messages that Media and Communications delivered in August include:

- Fun and Recreation Await!
- Pool 1 Makes Progress
- PAC Work
- Tour the Equestrian Center
- COVID-19 Hits Manor Alterations
- Use DwellingLive for Faster Guest Access
- How the Resident Portal Helps You
- "The Father" to Screen at Clubhouse 5
- GRF, Third and United 2022 Budget Meetings
- United General Notice of 2021 Annual Election
- Third and United 2021 Annual Election Schedules
- UCI Dialogue Society Offers Exciting Events
- Dallas and Doll Picnic on the Lawn
- The RetroFits Party on the Patio
- Pool 1 Boiler Is Here!
- Damage to Gate 6
- PAC Heating and Cooling Improvements
- NCB Suspends New Loan Applications in United Mutual
- Carport Cleaning
- RFID Decal Appointments Encouraged
- "News of the World" to Screen at Clubhouse 5
- New Village Breeze in Town
- Pool 1 Is Open!
- Painting Horses for a Cause
- Caring for Aliso Creek
- Shop the Village Bazaar for the Holidays
- Kourts Changes for Courts
- Gift Card Scams Growing

- News from Manor Alterations
- The GRF Board Wants You!
- California Gov Recall Election Voting
- Regional West Nile Virus News
- Can We Give You a Lift?
- City Offers Shredding Drop-Off Service
- Are You Approved to Connect?
- Parking Makeover
- SCE Customers Face 9% Rate Hike
- Masking in California
- Manor Alterations by Appointment
- TV6 Weekly Featured Movies
- Upcoming Meetings

Additionally, Media and Communications assisted other departments, staff, directors and outside agencies with the following projects in August:

- Produced and distributed to realtors Community Services update
- Edited, formatted and distributed to real estate email list United financial requirements
- Edited and distributed United General Notice of the 2021 Election and schedule
- Organized and coordinated with TV6 a water conservation panel among Third and United directors and VMS Landscape Services director and staff
- Organized and managed second new hires video in cooperation with TV6
- Completed and distributed the July/August Employee Newsletter and worked on the September/October issue
- Designed water conservation graphic and reworked letter from Director Donna Rane-Szostak to Third Mutual
- Produced PowerPoint deck for Director Elsie Addington for TV6 appearance
- Posted club and non-club events on the website
- Revamped violations notice for Security Department
- Produced PowerPoint deck for Direct Lynn Jarrett for TV6 appearance
- Completed, distributed and posted the August/September Village Breeze and worked on the October/November issue
- Proofed and edited ballot document
- Updated and posted Transportation schedules
- Produced COVID-19 employee masking notice for Human Resources
- Produced Pour and Paint flyers for Recreation
- Produced Stress-less Meditation flyers for Recreation
- Revised and coordinated review meeting for Board of Directors handbook
- Addressed daily, multiple resident subscription requests
- Posted various agendas and agenda packets to the website and TeamUp
- Posted weekly updated Landscaping schedules
- Produced CEO updates for GRF, United Mutual and Third Mutual
- Edited and proofed documents and correspondence for CEO's Office, Maintenance and Construction, and Recreation

- Produced and distributed Garden Center 2 closure email for Recreation
- Coordinated second video production of new VMS hires/promotions
- Proofed the weekly Monday Memo
- Produced organizational chart for General Services
- Produced Aqua Zumba flyer
- Coordinated Third Communications Committee meeting and report
- Worked with Security and Human Resources on recruitment video script
- Produced various signage throughout the Village
- Posted TV and movie programming guides for Village Television

Tasking Completed by Village Television (TV6) in August:

- “This Day” live six days a week focused on Village updates with two rebroadcasts each day at 12:30 p.m. and 5 p.m.
- CEO Jeff Parker was on air weekly
- The popular Trading Post is back on the air Monday and Wednesday at 10 a.m. and 5:30 p.m.
- Message board was updated daily with important community information
- Movies for residents’ enjoyment aired each Monday, Friday and Saturday; with and without closed captioning
- Village Television guide posted online and program descriptions on the Rovi Digital Guide
- Special exercise classes for residents were broadcast daily
- Produced “Meet the Managers”
- Producing “Let’s Talk Tech” with Debbie Dotson
- Produced “Sports Talk” with Shawn Thomas
- Village Television broadcasts over 2,000 minutes of original content each month
- Produced four Media Services 55 commercials

The Village docent tour program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are available to new residents who wish to become familiar with the community, amenities and history. An in-person docent tour was offered Thursday, August 12.

New resident orientations occur once a month for each mutual and are presented by one staff member and one board member. They are currently offered virtually and serve as another way to subscribe residents to iContact. In addition, staff continues to write letters and contact new residents via email.

FINANCIAL ANALYSIS

None

Prepared By: Eileen Paulin, Director of Media and Communications
Ellyce Rothrock, Supervisor of Media and Communications
Susan Logan-McCracken, Communications Specialist

Reviewed By: Siobhan Foster, COO

Workflow Report, August 2021

Village Television	Media and Communications
Produced Let's Talk Tech show w/Deb Dotson	Completed August/September Village Breeze
Produced Sports Talk w/Shawn Thomas show	Worked on October/November Village Breeze
Four Media Services 55 commercials	Completed July/August Employee Newsletter
Produced This Day live six days a week	Worked on Sept/Oct Employee Newsletter
CEO Jeff Parker on air weekly	08/05 Globe press releases
Message boards updated daily	08/06 Friday eblast
Movies Mondays, Fridays, Saturdays	08/12 Globe press releases
TV6 guide, movies/meetings schedule	08/13 Friday eblast
Program descriptions on Rovi digital guide	08/19 Globe press releases
Special daily exercise classes for residents	08/20 Friday eblast
Co-produced public service announcement	08/26 Globe press releases
Trading Post on air Monday, Wednesday	08/27 Friday eblast
Produced Meet the Managers videos	Linked/posted Aug/Sept digital Village Breeze
Produced over 2,000 minutes original content	Email subscriber list maintenance
Webmaster	Mail Village Breeze to residents nondelivered
Posted TV & movie programming guides	Google Analytics reports
Posted non-club related events	MACC activities report, agenda, minutes
Posted various committee agendas/packets	Proofing Monday Memo
Posted club events, updated contacts	Regular Facebook posting
Provided login credentials for club webmasters	Board Relations
Trained club webmasters in website CMS	United General Notice of 2021 Election
Posted updated Transportation schedules	Edited ballot document
Posted 122 items to the website	Revisions/meetings for BOD handbook
Recreation	CEO Updates: GRF, Third, United
Stress-less meditation class flyers	CEO correspondence
Pour and Paint flyer	Third Communications Committee meeting
Garden Center 2 closure email	Third water conservation letter
Aqua Zumba class flyer	PowerPoint decks for various directors on TV6
Various signage throughout the Village	Sales and Leasing
Correspondence	Posted monthly real estate sales reports
Maintenance & Construction	United financial requirements bulletin
Two Manor Alterations news bulletins	Security Services
Correspondence	Updated violations notice
General Services	Security officer recruitment video planning
Updated Transportation schedules	Resident Services
PowerPoint deck	Resident correspondence emails
Organization chart	Human Resources
Landscaping Services	Coordinated new hires/promotions videos
Coordinated w/TV6 water conservation panel	Masking requirements for employees
Designed water conservation graphic	Community Services
Weekly Landscape Maintenance Schedules	Email update for realtors

iContact Report, August 2021

Date	Title	Contact	Open	Bounce	No Info	Clicked	Smartphone	Tablet	Computer	Unsubscribe	Complain
08/02/21	VMS Dispels Rumors About Amenities Closing, Answers Queries About Employees Wearing Masks in Manors	17,847	52.1%	0.3%	47.5%	2%	55%	4%	41%	17	1
08/04/21	General Notice of Annual Meeting of the Members of United Laguna Woods Mutual	4,584	52.5%	1.5%	46.0%	1%	59%	6%	35%	5	0
08/06/21	Manor Alterations Biweely News Bulletin	82	41.5%	0.0%	58.5%	9%	25%	0%	75%	0	0
08/06/21	What's Up in the Village	17,873	39.1%	0.3%	60.6%	23%	51%	6%	43%	24	4
08/10/21	NCB Financing for United Laguna Woods Mutual	421	44.2%	1.7%	54.2%	0%	50%	1%	50%	1	0
08/13/21	What's Up in the Village	17,818	46.4%	1.4%	52.2%	27%	52%	5%	43%	14	4
08/16/21	Garden Center 2 Closed August 25	4,218	55.5%	0.4%	44.2%	1%	54%	4%	42%	2	0
08/16/21	Employee Newsletter, July/August 2021	250	59.2%	0.0%	70.0%	24%	10%	0%	90%	0	0
08/20/21	Manor Alterations Biweely News Bulletin	81	48.1%	0.0%	51.9%	9%	41%	0%	59%	0	0
08/20/21	What's Up in the Village	17,815	46.1%	1.5%	52.4%	24%	50%	5%	45%	20	3
08/23/21	Neighborhood Gathering	38	50.0%	2.6%	47.4%	0%	8%	0%	92%	0	0
08/25/21	Informational Bulletin for Third and United Mutuals	311	45.7%	1.3%	53.1%	24%	35%	3%	63%	0	0
08/27/21	What's Up in the Village	17,797	46.1%	1.6%	52.4%	24%	51%	5%	44%	15	0
08/30/21	Neighborhood Gathering	31	64.5%	0.0%	35.5%	0%	78%	0%	22%	0	0
			Averages							Totals	
			49.4%	0.9%	51.9%	12%	44%	3%	53%	98	12

New Resident Orientations Year to Date

United Mutual

Date	Attendance	Director
Wednesday, January 13, 2021	20	Addington
Friday, February 05, 2021	22	Addington
Wednesday, March 10, 2021	15	Addington
Friday, April 02, 2021	12	Addington
Wednesday, May 12, 2021	5	Addington
Friday, June 04, 2021	12	Addington
Wednesday, July 14, 2021	14	Addington
Friday, August 06, 2021	7	Addington
Wednesday, September 08, 2021		
Friday, October 01, 2021		
Wednesday, November 10, 2021		
Friday, December 03, 2021		
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Third Mutual

Date	Attendance	Director
Friday, January 15, 2021	18	McCary
Wednesday, February 17, 2021	17	Mutchnick
Friday, March 19, 2021	12	Rane-Szostak
Wednesday, April 21, 2021	10	Dotson
Friday, May 21, 2021	CANCELED	
Wednesday, June 16, 2021	20	Jarrett
Friday, July 16, 2021	20	N/A
Wednesday, August 18, 2021	17	
Friday, September 17, 2021		
Wednesday, October 20, 2021		
Friday, November 19, 2021		
Wednesday, December 15, 2021		
	114	



STAFF REPORT

DATE: August 16, 2021
FOR: GRF Media and Communications Committee
SUBJECT: Broadband Services Update

RECOMMENDATION

Receive and file report.

BACKGROUND

Regular monthly reports are submitted to the Media and Communications Committee (MACC) for review. Included in this staff report are the subscriber counts.

DISCUSSION

The Broadband Services Division, including TV Operations, TV studio, media services, high-speed internet and digital services, are a part of the Media and Communications Department. Paul Ortiz, General Manager for Broadband Services, will provide updates on an ongoing basis.

FINANCIAL ANALYSIS

None

Prepared By: Susan Logan-McCracken, Communications Specialist

Reviewed By: Eileen Paulin, Director of Media and Communications; Paul Ortiz, General Manager of Broadband Services

ATTACHMENTS(S)

- i. Subscriber Counts

Subscriber Counts
August 2020 - August 2021

Subscriber Counts	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	YOY
DIGITAL	7,169	7,148	7,123	7,138	7,126	7,110	7,107	7,082	7,002	6,981	6,964	6,948	6,944	-3.24%
Set-Top Boxes														
DVR's	5,740	5,736	5,718	5,715	5,683	5,661	5,661	5,618	5,593	5,590	5,551	5,490	5,467	-4.99%
HD Standard	2,037	2,027	2,026	2,024	2,011	2,001	2,001	2,001	1,988	1,941	1,941	1,898	1,946	-4.68%
TiVo MG2	468	476	487	506	520	524	524	548	551	546	552	574	589	20.54%
TiVo Qj3	476	481	494	510	525	533	533	533	548	544	545	573	592	19.59%
HD DTA's	2,026	1,955	1,965	2,001	2,008	2,002	2,002	2,050	2,037	1,981	1,941	1,934	1,885	-7.48%
PAY TV														
HBO	847	842	839	842	833	815	803	800	785	776	763	749	742	-14.15%
Cinemax	116	117	112	110	110	111	112	111	114	110	111	110	108	-7.41%
Showtime	414	411	417	411	417	411	405	403	394	386	379	368	364	-13.74%
Starz/Encore	278	277	280	280	277	273	271	273	269	266	258	254	246	-13.01%
Playboy	17	17	18	17	15	18	18	17	17	15	16	15	16	-6.25%
International														
TV Asia	1	1	1	1	1	1	1	2	2	2	2	2	2	50.00%
CTI-Zhong Tian	15	15	14	14	14	14	14	14	14	14	14	14	13	-15.38%
Fillipino Channel	35	34	33	31	31	30	30	30	28	27	27	27	27	-29.63%
CCTV4	8	8	8	8	8	8	8	8	8	8	8	8	8	0.00%
Channel One Russia	10	10	9	11	9	9	9	9	9	9	9	9	9	-11.11%
TVKorea	12	11	11	11	11	10	10	10	9	9	9	9	9	-33.33%
TV5 Monde	26	25	25	25	25	25	25	25	25	23	22	22	22	-18.18%
RAI Italia	9	9	9	9	10	11	11	10	10	11	11	11	11	18.18%
TV Japan	54	55	55	55	55	56	57	58	60	59	58	59	60	10.00%
Total International	170	168	165	165	164	164	165	166	165	162	160	161	161	-5.59%
High Speed Internet														
15Mbps/3Mbps						4503	4495	4464	4,389	4389	4387	4361	4336	-3.85%
30Mbps/3Mbps						2611	2657	2648	2,602	2663	2679	2690	2700	3.30%
50Mbps/5Mbps						1782	1792	1829	1,839	1836	1838	1852	1857	4.04%
100Mbps/10Mbps						1550	1547	1569	1,559	1578	1619	1628	1628	4.79%
Internet Total	10,303	10,350	10,364	10,401	10,463	10,446	10,491	10,510	10,389	10,466	10,523	10,531	10,521	2.07%