



## **OPEN MEETING**

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

**Monday, March 20, 2023 - 1:30 p.m.  
Board Room / 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. Submit comments or questions via email to [meeting@vmsinc.org](mailto: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. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for February 22, 2023
5. Chair's Remarks
6. Member Comments

The comments of directors, staff, consultants or other guests during committee meetings are not comments of Golden Rain Foundation (GRF) and are only the speaker's opinions. The position of GRF is only that expressed in motions or resolutions which are adopted by the board of directors. Members may speak on subjects not on the agenda, but under this committee's jurisdiction. Member comments are limited to three minutes.

#### **Items for Discussion:**

7. Media and Communications Report – Eileen Paulin
8. Broadband Ad Hoc Committee Report – Eileen Paulin
9. Website Ad Hoc Committee Report – Ellyce Rothrock
10. Broadband Services Report – Paul Ortiz

#### **Items for Future Agendas:**

- Focus Group Report

#### **Concluding Business:**

- Committee Member Comments
- Date of Next Meeting: Monday, April 17, at 1:30 p.m.

#### **Recess to Closed Session:**

- Discuss contractual matters
- Adjourn

\*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

THIS PAGE INTENTIONALLY LEFT BLANK



**OPEN MEETING**

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

**Wednesday, February 22, 2023 – 1:30 p.m.  
Board Room / Virtual Hybrid Meeting**

**REPORT**

**Members Present:** Chair Joan Milliman; Directors Elsie Addington, Margaret Bennett, James Cook, Cris Prince; Alternates Deborah Dotson, Advisors Catherine Brians, Tom Nash, Carmen Pacella, Lucy Parker

**Members Absent:** Directors Maggie Blackwell (excused), Anthony Liberatore (excused); Advisor Theresa Frost (excused)

**Others Present:** Alison Bok, Diane Casey, Cush Bhada, Bunny Carpenter, S.K. Park, Cynthia Rupert, Mary Simon, Juanita Skillman

**Staff Present:** Ellyce Rothrock, Paul Ortiz, Susan Logan-McCracken

**1. Call to Order**

The meeting was called to order at 1:30 p.m. and a quorum was established by Chair Milliman. Director Casey served as an alternate for Director Blackwell; Director Bok served as an alternate for Director Liberatore.

**2. Acknowledgement of Media**

None present.

**3. Approval of Agenda**

Approved by unanimous consent.

**4. Approval of Report for January 16, 2023**

Approved by unanimous consent.

**5. Chair's Remarks**

Chair Milliman welcomed committee members, directors present who served as alternates and those present in person and via Zoom. She commended staff for all the work accomplished each month.

## **6. Member Comments**

There were no member comments.

## **Items for Discussion**

### **7. Media and Communications Report – Ellyce Rothrock**

Ms. Rothrock highlighted from the Media and Communications Activities Report:

- Trello tracked 76 separate projects.
- Staff added 376 new email address to the subscriber list in iContact.
- Staff posted 105 items to the website.
- Regular publications included the January/February Village Breeze, four editions of “What’s Up in the Village” email blast, press releases to the Globe each week, as well as email blasts for Third Mutual, Garden Centers, Community Services Real Estate Forum and Trash Services

She discussed the Laguna Woods Art Association exhibit on display in the Community Center first and third floors. This year staff placed 150 pieces of art from Art Association members.

Ms. Rothrock highlighted messaging staff completed for other departments, including:

- Satellite maintenance for Broadband Services
- Tony Orlando concert for the Department of Recreation and Special Events
- Rental and fee invoices for the Department of Finance
- Gate 12 information for the Department of Security Services
- Special meetings for the Department of Landscaping Services

Chair Milliman highlighted from the report that the Media and Communications staff reviewed and ranked potential website provider proposals.

### **8. Broadband Ad Hoc Committee Report – Paul Ortiz**

Mr. Ortiz reported that the committee examined the first of three potential scenarios for the future of Broadband Services. The committee examined the first “Status Quo” scenario at the January 24 meeting and concluded that this scenario is not a feasible option. The committee will examine the second “Owner and Operator” scenario at the February 28 meeting. The committee will examine the third “Conduit Lease” scenario at the March 28 meeting.

### **9. Website Ad Hoc Committee Report – Ellyce Rothrock**

Ms. Rothrock discussed the last meeting on February 8 at which committee members discussed proposals for three potential vendors. One vendor was removed from consideration. The two remaining vendors will demonstrate their vision for the new website at the March 1 meeting. The committee will then meet to select the final vendor and move to the discovery phase of the website redesign.

### **10. Broadband Services Report – Paul Ortiz**

Mr. Ortiz highlighted from an updated subscriber report:

- Broadband Services made 239 service calls in January.
- Village Television's YouTube channel saw a 47% year-over-year increase in January.
- Set-top box rentals continue to decrease.
- Internet subscribers continue to increase.
- Internet subscribers are choosing higher speeds.

Advisor Briens asked if she would see faster internet speed on March 1. Mr. Ortiz confirmed that all the speeds will nearly double, which should be noticeable. Discussion ensued.

Director Addington asked about equipment outages. Mr. Ortiz recommended asking neighbors if they're experiencing something similar, to make troubleshooting and pinpointing the outage faster. Discussion ensued.

Director Bhada asked if residents should replace modems to accommodate the faster internet speeds. Mr. Ortiz stated that the highest 500 Mbps speed will require a 3.1 DOCSIS (data over cable service interface specification) modem, but for all the other speeds a 3.0 DOCSIS modem works. Discussion ensued.

Chair Milliman stated one advantage of streaming is the user does not need to record the program, because it will be available on demand. Mr. Ortiz added that streaming services refer to this cache as a library.

### **Items for Future Agendas**

Report on the focus groups

### **Concluding Business**

### **Committee Member Comments**

Director Bok commented that Broadband is a fabulous bargain. She inquired about acquiring video of a "60 Minutes" segment featuring Laguna Woods Village with Leslie Stahl that she had seen several years ago. Mr. Ortiz stated that CBS or "60 Minutes" would own the copyright to that. A discussion ensued.

Director Addington discussed the Aquadettes' appearance on "The World According to Jeff Goldblum" series. She asked where she could find Transportation information that used to appear in the Village Breeze. Ms. Rothrock said she would look into adding it again in future issues and that the information also is available on the website and in the Community Center literature rack or Concierge.

Director Casey commented that she is grateful for the opportunity to serve on the



Broadband Ad Hoc Committee, from which she has learned about the industry.

Advisor Pacella commented that friends in the community are raving about the new internet speeds at a relatively low cost. The community appreciates all the hard work.

Advisor Brians discussed how amazing, unusual and rare the Village Broadband infrastructure is. She also commented on the Village's strong sense of community.

Advisor Parker commended the department's work and the meeting reports. She suggested creating a designated space on the website for national coverage such as the "60 Minutes" segment or the "90+ Study" with UCI.

Director Cook reported that the ad hoc committees are working to solve the problems that the Village will face in the future.

Advisor Nash discussed searching for internet speeds on West Coast Internet's website.

Director Simon commended the "What's Up in the Village" email blast, the Village Breeze magazine and the staff for doing a wonderful job.

Ms. Rothrock stated she is happy and honored to work with the staff and department. She discussed looking into the national publicity the Village has received.

Mr. Ortiz discussed a 1970s segment on the Village by then KABC reporter Regis Philbin and other archived clips we might find for a compilation of publicity. Director Skillman mentioned Huell Howser. Discussion ensued.

Ms. McCracken discussed linking to any Village publicity we can find in the public domain, building a designated place on the Village website for publicity and asking for links back to our website.

**Date of Next Meeting – Monday, March 20, 2023, at 1:30 p.m.**

**Recess/Adjournment**

Chair Milliman recessed to the closed meeting at 2:32 p.m. The closed meeting to discuss a contractual matter adjourned at 2:52 p.m.

  
Joan Milliman, Chair  
Media and Communications Committee



## STAFF REPORT

---

**DATE:** March 20, 2023  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Media and Communications Activities Report – February 2023

---

### **RECOMMENDATION**

Review Media 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 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 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 60 projects in February. Media and Communications subscribed 19 email addresses into iContact in February. Staff posted 75 items to the website in February.**

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

- What's Up in the Village (Friday email blast): Four editions
- Weekly press releases for the Globe: Four weeks
- Golden Rain Foundation email blast: One edition
- United Mutual email blast: One edition
- Third Mutual email blasts: Three editions
- Garden Center email blast: One edition
- Spring real estate forum email blast: One edition

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. Residents can choose specific communications and opt out of others they prefer not to receive. Media and Communications also sends email communications to VMS employees and directors on each of the boards.

Key messages that Media and Communications delivered in February include:

- Totally Awesome Dance Party
- Eat, Drink and Be Irish
- Tech-Enhanced Healthy Aging
- Prevent Bike Theft
- Destination Shopping Returns
- Your Voice for the Trees
- Driving Range Rehab
- Knock Three Times (Tony Orlando Concert at the PAC)
- The 2023 Village Games
- ETWD Issues Winter 2023 Newsletter
- Be Dazzled by Cyrano's Wordplay (Monday Movies at the PAC)
- March 20 Paint and Pour
- Carport Cleaning Schedule
- Help Someone Sign Up
- Sunday's Big Game Is on the Big Screen
- Love Is in the Air Tuesday Night (Valentine's Day dinner/dance)
- Presidents' Day Facility Hours, Bus Service
- Facility, Contractor and Transportation Info
- Save the Date (Health and Wellness Expo)
- AARP Smart Driver Course
- Don't Miss Upcoming "Let's Talk Tech"
- United Town Hall March 10
- United Board Seeks a VMS Representative
- Call for United Mutual Board Candidates



- TV6 Weekly Featured Movies
- Village Meeting Calendar

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

- Updated Spring Real Estate Forum flyer and realtor email notice for Community Services
- Drafted and sent tree trimming email blast to all gardeners
- Produced employee compensation flyer for Department of Financial Services
- Created March Health and Wellness Expo save-the-date and sponsor flyers for Department of Recreation and Special Events
- Created Village Games flyer for Department of Recreation and Special Events
- Created Village Bazaar flyers (registration and other versions totaling eight files) for Department of Recreation and Special Events
- Created March AARP Smart Driver Refresher Course marketing materials
- Revamped Transportation Services website landing page
- Edited, proofed and formatted Transportation Services comprehensive bus information packet
- Created Social Services Optimal Aging Lecture Series flyer
- Worked on March/April Village Breeze
- Organized new resident orientations for Third Mutual and United Mutual
- Organized five docent tours
- Edited, proofed, formatted various documents for CEO and departments
- Produced board meeting and Village Television presentations for department directors
- Produced board meeting and Village Television presentations for board directors
- Updated club listings on website and trained club webmasters
- Edited, formatted and proofed various letters and notices for all departments
- Posted 12 resale documents for Third Mutual and United Mutual
- Posted litigation letters and reports for GRF, Third Mutual and United Mutual
- Posted various club events for Village clubs
- Posted weekly projected schedules for Department of Landscaping Services
- Edited and posted Village Television programming and movie guides
- Created regular Facebook posts
- Created agenda, packet materials and report, and organized Media and Communications Committee meeting
- Organized Broadband Ad Hoc Committee meeting
- Organized Website Ad Hoc Committee meeting
- Proofed weekly upcoming meetings documents
- Created numerous tennis court, fitness center and other signs for Department of Recreation and Special Events

Tasking completed by Village Television (TV6) in February:

- “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/GM Siobhan Foster or VMS directors appeared on Village Television weekly.
- The popular “Trading Post” aired Monday and Wednesday at 10 a.m. and 5:30 p.m.
- The message board was updated daily with important community information.
- Movies for residents’ enjoyment were broadcast each Monday, Friday and Saturday; with closed captioning.
- The Village Television guide was posted online and program descriptions were included on the digital guides.
- Special exercise classes for residents were broadcast daily.
- Produced a new “Let’s Talk Tech” with Debbie Dotson.
- Produced a number of City Council meetings for the City of Laguna Woods.
- Produced a new “Social Security in Action” show with Jeffrey Rodriquez.
- Producing a new “Beyond the Red Carpet” show with Francine Brokaw.
- Produced three commercials for the cable network advertisers.
- Produced nine segments for the cable network advertisers.
- Produced “Tales from the Woods” and “Did You Know?”
- Produced over 20 hours of governance meetings.
- Village Television broadcasts over 2,000 minutes of original content each month.

### **DOCENT TOURS**

The Village docent tour program is offered as marketing outreach to prospective residents looking to learn more about the community. Tours are also available to new residents who wish to become familiar with the community, amenities and history. The chart below shows the number of prospective and new residents who attended the docent tours year to date.

Date	Attended
Thursday, January 5, 9 a.m.	9
Thursday, January 19, 9 a.m.	11
Thursday, January 26, 1 p.m.	10
Saturday, January 28, 1 p.m.	17
Thursday, February 2, 9 a.m.	11
Thursday, February 16, 9 a.m.	12
Thursday, February 16, 1 p.m.	19
Thursday, February 23, 1 p.m.	16
Saturday, February 25, 1 p.m.	10
<b>Total</b>	<b>115</b>

### **NEW RESIDENT ORIENTATIONS**

New resident orientations occur once a month for each mutual. These charts show the number of new residents in attendance year to date.

#### **United Mutual**

<b>Date</b>	<b>Attendance</b>	<b>Director</b>
Wednesday, January 11, 2023	13	Blackwell
Friday, February 3, 2023	18	Blackwell
Wednesday, March 8, 2023		
Friday, April 7, 2023		
Wednesday, May 10, 2023		
Friday, June 2, 2023		
Wednesday, July 12, 2023		
Friday, August 4, 2023		
Wednesday, September 13, 2023		
Friday, October 6, 2023		
Wednesday, November 8, 2023		
Friday, December 1, 2023		
	<b>31</b>	

#### **Third Mutual**

<b>Date</b>	<b>Attendance</b>	<b>Director</b>
Friday, January 20, 2023	14	Rane-Szostak
Wednesday, February 15, 2023	7	Laws
Friday, March 17, 2023		
Wednesday, April 19, 2023		
Friday, May 19, 2023		
Wednesday, June 21, 2023		
Friday, July 21, 2023		
Wednesday, August 16, 2023		
Friday, September 15, 2023		
Wednesday, October 18, 2023		
Friday, November 17, 2023		
Wednesday, December 20, 2023		
	<b>21</b>	

**FINANCIAL ANALYSIS**

**None**

**Prepared By:** Susan McCracken, Media and Communications Associate

**Reviewed By:** Eileen Paulin, Director of Media and Communications  
Ellyce Rothrock, Supervisor of Media and Communications  
Paul Ortiz, General Manager of Broadband Service

## Workflow Report, February 2023

Village Television	Media and Communications
"This Day" live six days a week with two rebroadcasts	Website project management tasking
CEO/GM Foster or VMS directors on air weekly	Laguna Woods Art Association reception tasking
"Trading Post" on air Monday, Wednesday	Worked on March/April Village Breeze
Message boards updated daily	2/2 docent tour
Movies Mondays, Fridays, Saturdays	2/16 docent tour, morning
TV6 guide, movies/meetings schedule	2/16 docent tour, afternoon
Special daily exercise classes for residents	2/23 docent tour
Produced "Let's Talk Tech" with Debbie Dotson	2/25 docent tour
Produced City Council meetings for the City	2/2 Globe press releases
Produced new "Social Security in Action" show	2/9 Globe press releases
Producing new "Beyond the Red Carpet" show	2/16 Globe press releases
Produced three commercials for cable advertisers	2/23 Globe press releases
Produced nine segments for cable advertisers	2/3 Friday email blast
Produced "Tales From the Woods" show	2/10 Friday email blast
Produced "Did You Know?" show	2/17 Friday email blast
Produced over 20 hours of governance meetings	2/24 Friday email blast
Broadcast over 2,000 minutes of original content	Email subscriber list maintenance
Recreation	Mail Village Breeze to residents nondelivered
March Health and Wellness Expo flyers	MACC activities report, agenda, minutes
Village Games flyer	Website Ad Hoc Committee meeting
Village Bazaar flyers	Broadband Ad Hoc Committee meeting
March AARP Smart Driver refresher course flyers	Worked on various correspondence for all departments
Various signage	Proofing weekly board/committee meeting schedule
Recreation webpage updates	Regular Facebook posting
Landscaping Services	Board Relations
Tree trimming email blast to all gardeners	GRF monthly email blast
Added links to schedule to Landscape sections map	United Mutual monthly email blast
Weekly Landscape maintenance schedules	Three Third Mutual email blasts
General Services	2/3 United new resident orientation
Revamped Transportation Services webpage	2/15 Third new resident orientation
Transportation Services bus information packet	United town hall response
Social Services	Posted GRF, United, Third litigation letters and reports
Optimal Aging Lecture Series flyer	TV6 PowerPoint decks for board directors
Community Services	VMS PowerPoint presentation for GRF Board
Spring real estate forum flyer	VMS PowerPoint presentation for Third Board
Spring real estate email blast	VMS PowerPoint presentation for United Board
Posted monthly real estate sales reports	CEO Updates: GRF, Third, United
Webmaster	CEO correspondence
Posted Village club events to website	CEO TV6 PowerPoint decks
Updated club information and trained webmasters	Finance
Posted 75 documents to the website	Employee compensation flyer

### iContact Report, February 2023

	Title	Contact	Open	Clicks	No Info	Bounce	Smartphone	Tablet	Computer	Unsubscribe	Complain
02/24/23	What's Up in the Village	16,813	56.08%	37.58%	43.35%	0.57%	30%	8%	62%	9	2
02/17/23	What's Up in the Village	16,815	50.12%	43.22%	49.30%	0.59%	32%	7%	61%	10	4
02/15/23	From the President of Third: Information Regarding Pipe Relining	4,255	68.74%	18.74%	30.74%	0.52%	26%	10%	64%	0	0
02/14/23	From the GRF Board: Gate 12 Update	16,556	56.08%	6.39%	43.35%	0.57%	30%	6%	63%	19	3
02/10/23	What's Up in the Village	16,833	55.11%	28.68%	44.31%	0.58%	28%	7%	65%	5	2
02/08/23	From the President of Third: New Phone System to Help Residents and Staff	4,259	67.69%	1.80%	31.91%	0.40%	27%	10%	64%	3	0
02/06/23	From the President of United: Town Hall Responses	3,718	66.57%	35.15%	31.90%	1.53%	33%	8%	60%	3	2
02/06/23	Tree Trimming Begins Tomorrow	516	73.45%	0.00%	26.36%	0.19%	29%	7%	64%	1	1
02/06/23	Change of Date: Village Spring Real Estate Forum	523	59.85%	4.47%	39.20%	0.96%	12%	1%	87%	5	0
02/03/23	What's Up in the Village	16,847	56.00%	32.36%	43.37%	0.63%	29%	9%	62%	11	4
02/01/23	From the President of Third: Is Landscaping Going to Be Working Around Your Manor?	4,255	67.33%	8.38%	32.13%	0.54%	22%	5%	73%	2	1
		Total	Averages							Totals	
		101,390	61.55%	19.73%	37.81%	0.64%	27%	7%	66%	68	19



## **STAFF REPORT**

---

**DATE:** March 20, 2023  
**FOR:** GRF Media and Communications Committee  
**SUBJECT:** Broadband Services Report

---

### **RECOMMENDATION**

Receive and file the report.

### **BACKGROUND**

The Broadband Services Division oversees the operations of the community's fiber optic cable network, Village Television, Media Services 55, cable advertising and high-speed internet services.

### **DISCUSSION**

Please see attachment.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Susan Logan-McCracken, Media and Communications Associate

**Reviewed By:** Ellyce Rothrock, Media and Communications Supervisor

Paul Ortiz, Broadband Services General Manager

**Committee Routing:** GRF Media and Communications Committee

### **ATTACHMENT(S)**

- i. Subscriber Counts

### Subscriber Counts, February 2023

Subscriber Counts	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	YOY
Village TV YouTube	2,310	2,337	3,180	3,183	3,191	3,515	3,734	3,743	3,780	3,793	4,300	4,301	4,368	47.12%
<b>Broadband Services</b>														
DIGITAL Households	6,877	6,852	6,824	6,800	6,786	6,749	6,726	6,726	6,703	6,692	6,680	6,679	6,658	-3.29%
SERVICE CALLS	273	284	267	238	259	244	254	245	241	185	211	239	188	-45.21%
<b>Set-Top Boxes</b>														
HD Standard 062	1,413	1,419	1,424	1,427	1,423	1,424	1,424	1,421	1,428	1,430	1,434	1,438	1,447	2.35%
DVR's 063	3,688	3,661	3,640	3,619	3,605	3,573	3,566	3,557	3,543	3,535	3,521	3,519	3,502	-5.31%
HD DTA's 064	1,444	1,426	1,410	1,396	1,379	1,362	1,338	1,327	1,321	1,306	1,296	1,292	1,272	-13.52%
TiVo MG2 065	666	674	675	689	704	714	716	725	729	728	735	736	743	10.36%
TiVo Qi3 067	474	478	480	486	497	501	504	509	516	518	524	525	529	10.40%
Cable Card 111	179	180	179	179	178	178	179	174	175	176	177	178	176	-1.70%
DTA-Digital to Analog 112	71	72	71	71	69	67	67	67	65	65	65	65	65	-9.23%
<b>Premium Movie Channels</b>														
Cinemax	98	94	93	93	92	91	89	86	86	86	85	84	83	-18.07%
HBO	684	675	670	662	654	647	648	639	631	623	617	610	596	-14.77%
Showtime	338	330	335	330	328	325	320	320	310	311	310	306	301	-12.29%
Starz/Encore	231	239	237	230	227	218	211	209	209	213	213	209	202	-14.36%
Playboy	15	15	15	15	15	15	14	15	16	16	13	13	14	-7.14%
<b>International Pay TV</b>														
TV Asia	1	1	1	1	1	1	1	1	1	1	1	1	1	0.00%
CTI-Zhong Tian	12	12	12	12	13	13	13	13	13	13	13	13	13	7.69%
Fillipino Channel	23	23	24	25	25	26	27	27	24	23	23	23	24	4.17%
TV5 Monde	19	19	19	20	19	19	17	17	17	17	17	17	19	0.00%
CCTV4	8	7	7	7	7	7	7	7	7	7	7	7	7	-14.29%
TVKorea	9	9	9	8	7	8	9	8	7	6	6	6	6	-50.00%
RAI Italia	14	12	12	12	12	11	11	11	10	10	10	9	10	-40.00%
TV Japan	60	60	60	59	59	59	60	59	58	58	58	59	59	-1.69%
<b>High Speed Internet</b>														
15Mbps/3Mbps	4221	4191	4158	4129	4102	4069	4013	4024	4014	3987	3975	3960	3978	-6.11%
30Mbps/3Mbps	2784	2801	2815	2808	2804	2824	2828	2846	2869	2883	2890	2894	2890	3.67%
50Mbps/5Mbps	1990	1994	2008	2013	2013	2029	2046	2043	2041	2033	2048	2065	2070	3.86%
100Mbps/10Mbps	1851	1865	1880	1897	1920	1946	1967	1983	1999	2015	2039	2059	2071	10.62%
<b>Internet Total</b>	<b>10,846</b>	<b>10,851</b>	<b>10,861</b>	<b>10,847</b>	<b>10,839</b>	<b>10,868</b>	<b>10,854</b>	<b>10,896</b>	<b>10,923</b>	<b>10,918</b>	<b>10,952</b>	<b>10,978</b>	<b>11,009</b>	<b>1.48%</b>
Internet HH +/- Per Month		5	10	-14	-8	29	-14	42	27	-5	34	60	57	223

AVG. Internet Installs Per Mo.

<b>2023</b>	
Internet Subs 30Mbps or Less	62%
Internet Subs 50Mbps or More	38%