

## Grande Communications - Computer Club Meeting

Grande Communications meet with the Robson Ranch Computer Club on Wednesday, August 24<sup>th</sup>. We had a great meeting with Grande answering a host of wide ranging questions and passing along a lot of useful information. Below I have attempted to summarize some of the more important information discussed.

First let me acknowledge that the Computer Club was impressed with the contingent that Grande brought to our meeting. Jay Findley, the VP and General Manager for the Dallas area led the group. Jay brought along his lead managers for Cable, Internet and Telephone products, the Grande Customer Care Center manager and the Grande Installation manager. It was an impressive crew who addressed all our questions and more. Thank you Grande Communications.

### 1. E-Mail, Migrating from Advantemail to Grandecom:

- Grande advises that we should begin moving from Advantemail to Grandecom.net for e-mail now. Sometime within the next 60 to 90 days Grande will be sending out notices telling all to move to Grandecom.net. Grandecom.net is a much more robust and more capable e-mail facility.

Grande will forward your e-mail from the old Advantemail address to the new Grandecom.net address for one year.

Grande has developed an automated tool to help customers move from Advantemail to Grandecom.net. Grande has also developed written instruction to guide one through the migration. The automated tool is located at <http://am.grandecom.net>; a copy of the written procedures will be available for copying at the HOA office.

The automated tool will also allow you to download a small program that automatically updates your Outlook and Outlook Express mail server and username/password settings. This tool works for Microsoft Windows operating systems only. MAC users can get assistance from the Grande Customer Care Center 1-877-238-6891.

### 2. Additional Reasons to Migrate to Grandecom.net:

- Access to a more full-featured Webmail interface.
- Access to Grande's webportal and web-premiums at grandecom.net.
- Access to Grande's Email self administration website allowing for advanced spam filtering and customization.
- A new email address unknown to spammers.

3. Internet Service Over Cable:

The phone and cable trunk lines within our subdivision are fiber optic lines. The lines into the homes are hard wire, not fiber. In the near future Grande will be running fiber cables into the homes and at that time Grande will offer internet over the cable. The cost for moving existing customers to this new product has not been determined at this time.

4. Questions on Grande Services and Products:

Grande has a customer services Website that addresses many questions that customers may have on the Grande Internet, Telephone, Cable and Billing products and services. The Website link is [www.grandecom.net](http://www.grandecom.net). Once at the site, click on support (located at the top) and there is a FAQ (frequently asked questions) for each product.

This Website link will be added to the Grande Communications item located on the HOA Website Home Page. The home page currently contains the Grande Customer Care Call Center phone number.

5. Grande Cable and Cable Boxes:

There are a number of different cable boxes and interface cards that allow one to connect the TV to the Grande cable network. Grande provides one analog box and at least two digital boxes. Diagrams for connecting these boxes to your TV are available on the Grande Website. However, there are so many different ways to connect the many different TVs on the market, Grande recommends that you follow your TV instruction manual. You can also call the Grande Customer Care Center for assistance.

The Grande Analog Cable Box is the only Grande provided cable box that can be used with the Tivo digital recording service. This limitation is driven by the fact that the Tivo box takes control of the TV to cable connection and does not support communications with Grande.

Grande does offer a digital cable box that provides digital recording capabilities similar to the Tivo recording capabilities. The customer effectively rents the box, Grande maintains this box and provides updated equipment as needed to stay compatible to any changing technology implemented by Grande.

## 6. Telephone Questions:

Those people needing yellow page phone books for Dallas or Fort Worth can contact the Grande Customer Care Call Center, and Grande will make arrangements to obtain a yellow pages phone book for you. Grande acknowledges it is not easy to obtain the yellow page phone books. Grande does not publish the books and the phone companies that publish the books don't appear to make them easy to obtain if you are not one of their customers.

The question was asked why we dial seven digits to call a 262-xxxx telephone number and ten digits to call a 246-xxxx telephone number, and both numbers are on Robson Ranch. Grande informed us that calls across this calling region of Texas require dialing the full ten digit phone numbers. The fact that we can use seven digits for 262-xxxx reflects a "glitch" in programming at the telephone switch. We can expect this to be corrected once the programmers become aware of this situation. Dial the full ten digits now, your calls will go through and you won't have to worry about when to use seven digits and when to use ten digits.

If the Robson Ranch Community wants to go to ten digits now, Grande could make this change happen on a mutually agreeable time. It is going to happen. We can elect when or wait and be surprised.

There were a number of comments made about not understanding what prefixes were included in the metro lines. People don't understand which prefixes incur no additional charge for either outbound or inbound calling. Grande offered two options. One, Grande will pull together a listing of the prefixes that are no additional charge and make the list available to the computer club for distribution.

Two, Grande reminded us that we can avoid all long distance charges, and avoid the added expense of a metroplex phone number, by purchasing the \$20/month unlimited long distance product available through Grande.

## High Definition Channels – Updated Channel Guides:

Grande presently offers 12 HD channels to include the pay for channels. Over the air channels 4 (Fox) and 5 (NBC) are currently available in HD format.

As new HD channels become available, Grande will add them. However, some over the air broadcast channels are requiring cable providers to pay an added fee per subscriber to rebroadcast the HD broadcast over the cable network. At this time the cable provider industry is resisting paying these added fees and these HD channels may not be available over cable until this situation sorts itself out. Grande is following the lead of the major cable providers in respect to handling this situation.

It appears that the Grande Website does not have an up to date listing of the channels provided to the Robson Ranch Community. This situation will be corrected soon, the updated channel listing will identify the HD channels, and the listing will be a PDF file so that one can print the listing.

With the move towards more and more HD programming, Grande advises that TV and cable box manufacturers will move towards a standard box for connecting HD capable TVs with cable networks. Don't expect this to occur in the immediate future. The current schedule for over the air broadcaster to provide HD signals is January 2007. The market place should drive a solution to this situation in the not too distant future.

### 7. Channel Line Up Information:

The channel line up is located on [www.Grandecom.com](http://www.Grandecom.com) . Here are the steps provided by Grande to get to the line up.

- At the top click on: *Residential Services*
- Scroll down and click on: *Cable*
- On the right select the city *Dallas*, then on the left click on *Channel Line up*
- Next to the box click on: *Click Here*
- Choose property drop box arrow down to *Robson Ranch*
- Then click on *Get Line Up*