

As you are aware, in December of 2024, the Board approved moving forward with negotiating the renewal of the Cox contract to provide bulk video and internet in the Sandestin Community. After several months of review and negotiations, we are excited to share that the contract was presented and approved at the April 24, 2025 Board of Directors meeting. A summary of what is included in the contract is below:

- [Contour Preferred](#) Cable TV with Music channels and Showtime
- Up to 8 Contour boxes
- Modem/Router
- Up to 2G internet (with fiber installed to the home/unit)

Sandestin Owners will be receiving an 88% discount off regular retail prices for the services included in the bulk contract.

The installation of fiber as well as equipment to all homes and units is expected to take approximately 18 months. Your charge will not change until the first of the quarter following your neighborhood being 75% complete. The new quarterly charge will be \$124, including tax. For a further breakdown, please see Frequently Asked Questions below.

Cox has assigned a Project Manager to oversee these changes and field evaluation work started in late spring of 2025. Additional information regarding the schedule for each area or neighborhood is available on the SOA website, Library Menu, Cox Communications page.

Management is working with those communities that are currently under a contract for bulk internet services in order to make the timing of this transition as smooth as possible.

We have included some frequently asked questions below. If you should have additional questions, please send them to soa@soaowners.com so they can be addressed and if needed, shared with the community.

We appreciate the community support throughout this project and are excited to move forward with these services for our members.

Frequently Asked Questions

If I currently have an account with Cox for Contour boxes and/or internet, do I need to contact them to make a change?

No. Cox will be making all adjustments to the billing. If all services you currently have will now be provided with the Bulk Contract, then once your equipment is installed, you should not receive a bill from Cox as all charges will be billed from SOA. If you have services above what is included in the Bulk Contract, then your bill from Cox will be adjusted to only reflect those additional services.

Will I have the capability to have a separate log in for the internet for my guests?

Yes. Further information regarding this will be included with the modem you receive.

How will I know when my neighborhood install is going to occur?

This will be communicated by the SOA staff and/or your neighborhood association manager and will be sent with as much advance notice as possible. The communication will include instructions regarding how to schedule your equipment installation.

Will Cox need access to my unit/home?

When the fiber drop is done (from the curb to your home), no access will be needed. Access will be required to install the fiber equipment. Even if you already have fiber to your home, Cox will need access to install upgraded equipment. The details of this access will be worked out with the Project Management team, you, and/or your association manager.

If I move, do I take the equipment with me?

No. All equipment will be assigned to the home/unit. There will be a sticker on all equipment that indicates that it should remain in place. The equipment will not work at any other location other than the one in which it is assigned. (Note, the DTA's that are currently in units for cable TV service should also remain in place)

Who do I call if I have an issue with my Cox services?

Call the Cox Communications bulk contract call center at 1-855-512-8876.

How will I know when my charge for cable/internet (quarterly payment to the SOA) is changing?

Your Cox charge will change the first quarter following your neighborhood being 75% complete.

- If you pre-paid your SOA assessment for the year and it did not include the increase in cable/internet charges, you will receive a notice from the SOA accounting team regarding any balance due.
- If you are on quarterly auto draft or have a credit card on file (with the SOA), staff will make the change to the charge when applicable; you will not need to take any action.
- If you pay your assessment via a bill pay service with your bank or mail us a check quarterly, the new charge will appear on your quarterly statement, and you will need to make the adjustment to the payment at that time.