COMMUNICATIONS CONSULTING GROUP

ASSOCIATION-WIDE TELECOM EDUCATION

Understand your community's telecom agreements.

What is already in place, why does it matter, and what could be improved?

A developer, prior board, or earlier owner may have signed agreements the current board has never reviewed. Not having the documents does not prove that no rights exist. It identifies a starting point for research.

This is about the association as a whole.

Review access to HOA-controlled property, construction, repair and restoration, insurance, accountability, compensation, marketing, and service obligations.

HOW CCG HELPS THE BOARD UNDERSTAND ITS POSITION

01 Retrieve and review easement and service agreements.

02 Request infrastructure and subscription data from providers.

03 Identify risks, gaps and revenue opportunities.

04 Present a summary of the community's telecom position.

05 Negotiate updated, balanced agreements with providers.

The written engagement defines scope, authority, and fees. The board retains the final decision. CCG describes its standard structure as no upfront cost and pay for performance; exact terms apply.

VIDEO & BOARD RESOURCES

Watch the Smart Telecom Access briefing or ask a question about your community. You do not need a provider to approach the board first.

WATCH THE VIDEO | **ASK CCG A QUESTION**

MP4 attached for compatible desktop PDF readers. Online playback is recommended on phones and in browsers.

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Five terms. Different rights.

One document may combine several arrangements. Read each provision by what it does, not just the agreement's title.

Right of Entry (ROE)

Permission to enter and use specified property for installation, construction, maintenance, and repair. Review existing easements, property scope, routes, restoration, insurance, term, and enforcement. A resident service order does not automatically authorize HOA-wide access.

Non-exclusive marketing

Allows specified promotional activities without reserving those channels to one provider. Define board approvals, solicitation limits, resident-data protections, and any compensation. Marketing permission is not a service subscription.

Exclusive marketing

Reserves specified promotional channels for one provider. It does not by itself require residents to subscribe or make that provider the only service option. Covered providers must disclose marketing exclusivity in written marketing materials.

Bulk services / bulk billing

The association buys a service package for covered homes or units. Residents may share the cost through assessments even if they buy another available service. Review pricing, equipment, performance, billing, term, and resident obligations.

Exclusive service / access

Restricts competing providers from serving the property. FCC rules prohibit certain exclusive service/access clauses for covered providers and properties. This is different from marketing exclusivity or a bulk-service purchase.

REGULATORY CONTEXT

Coverage depends on the provider, service, premises, and clause. The FCC's 2022 order did not extend these requirements to broadband-only providers. Certain exclusive and graduated revenue-sharing arrangements are also prohibited. Association counsel should review the actual terms and other applicable law.

Sources: 47 CFR 76.2000; 47 CFR 64.2500; FCC 22-12. Reviewed September 3, 2026.
Read the full agreement guide | Explore the interactive FAQ

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