

05 KC4 Internet Letter

May 1, 2024

Fellow Owners & Residents,

In response to the recent disruptions of our bulk internet service to every unit and throughout our building, I think it is appropriate to provide some information that may be helpful.

Internet service has, especially over the last few years, increasingly become close to a necessity. As an acknowledgement of that fact, the Board of Directors in 2019 made the decision to enter into a long-term agreement with an internet service provider to upgrade our network within Botanica as well as our connection to the internet. The owners that served on the Board at that time are largely different from those serving today. I was the volunteer chairman of the committee that evaluated multiple internet service providers and made a recommendation to the Board. No major provider, like Comcast or AT&T, was interested in bidding on upgrading our network. The recommendation our committee made to the Board was not the provider that the Board chose and that we have today.

As part of a long-term agreement, our internet service provider, previously called Upstream -- now Single Digits, funded and installed new equipment and a fiber-optic network throughout our building and into every unit. The connection of our building to the internet, currently supplied by AT&T, was beefed up to 10 Gigabits per second. The cost of the network installation was significant -- perhaps \$300,000 or more. In exchange for this funding as well as for monthly internet service, our Association agreed to a ten-year term. So, to be clear, we have more than a service agreement with our internet service provider, we also have an agreement to repay their upfront investment to install a fiber-optic network throughout our building. When the ten-year term of our agreement is satisfied, our Association will own the fiber optic network and will have the option to have another company manage it and connect it to the internet. This could result in a substantial savings for many years as fiber-optic cables can last 20 to 40 years or more.

Each month our Association pays Single Digits about \$25,000. Under the terms of our agreement, cancellation would require us to pay all the remaining months of the contract. Given that we have more than five years remaining on our contract, an early termination now could cost us in the neighborhood of \$1,500,000.

About a month ago we requested that Single Digits add a backup internet connection to our service. Given that nearly all the significant service interruptions we've experienced have been the result of AT&T; circuit outages, a secondary connection could diminish or even eliminate future service interruptions. Unfortunately, Single Digits has not yet taken any action on that request. We have emails and calls into them escalating our request. If necessary, we are prepared to take legal action to force them to address our concerns.

The foregoing has been shared because we are all fellow owners and residents; the issues with our internet service affect all of us; so all of us should understand the details of our situation and the actions that have been taken. Any feedback or questions should be directed to the manager at manager@keycolony4.org or to me at mbramson@keycolony4.org.

Sincerely,

Matt Bramson
President
Key Colony IV Condo Association

May 3, 2024

Fellow Owners & Residents,

As announced at our May regular meeting on Wednesday, yesterday I spoke with the General Manager of Single Digits, previously known as Upstream, regarding the performance of our building-wide internet service.

It was a cordial conversation but, be assured, our frustration and willingness to take action were clearly expressed.

One result of the conversation was a recommendation that we put a backup connection to the internet in place. This backup connection, supplied by Comcast, would be secondary to the primary connection via AT&T.; The backup connection will not be as fast a connection, especially on the upload, as the primary but it will provide a level of connectivity during outages of the primary to support most user activity. Given that all our major service interruptions thus far have been the result of outages of the AT&T; primary connection, having a backup should reduce or even eliminate future major outages.

The Board of Directors has approved the installation of the backup connection and that process is already underway. The cost of the backup connection amounts to a one-time cost of about \$26 per unit and a monthly cost of about \$1.50 per unit. Please expect updates as the process of installing the backup is completed. Any feedback or questions should be directed to the manager at manager@keycolony4.org or to me at mbramson@keycolony4.org.

Sincerely,

Matt Bramson
President
Key Colony IV Condo Association