BLACK BEAR LODGE CONDOMINIUM ASSOCIATION
WORK SESSION OF THE EXECUTIVE BOARD
VIA ZOOM – 9:00 am (Mountain Time)
THURSDAY, FEBRUARY 24, 2022

BOARD MEMBERS Cathleen Jones
        Tim Gibbons
        Robin Holmes
        Jason Leonard
        Larry Cornett

MANAGEMENT PARTICIPATING
        Hannes Gehring, Toad Property Management

OTHERS PARTICIPATING
        Andy Ivy, Xtream Internet

The Executive Board of the Black Bear Lodge met for a work session to interview Andy Ivy from Xtream Internet about Xtream's proposal to provide internet services to Black Bear. It was generally agreed that the Board could make a recommendation after the interview regarding whether Toad should take further steps to bring on Xtream Internet as the Association's internet provider.

Hannes said that Spectrum had confirmed that Black Bear Lodge did not need to use Spectrum internet services to continue with Spectrum cable services. It was generally agreed to make a decision on the internet provider first and then deal with the question of cable providers.

Andy Ivy from Xtream Internet joined the call.

Andy said that Xtream had sent the Board a 5 year service agreement to provide wifi throughout the building at Black Bear Lodge.

Andy gave some background on Xtream, which was local to the Valley, had been operating in Gunnison and Crested Butte for about 9 years, and serviced a number of hotels and multi-dwelling units in Mt. Crested Butte. Andy said that he and 2 service technicians were located in Gunnison, and Xtream would provide a single point of contact for every facet of the internet service, from equipment installation to maintaining and supporting service.

There was a long discussion of questions from the Board about the service Xtream was able to provide.

Andy said that the Xtream system monitors function down to the individual access point in real time, and was able to pinpoint issues often before owners even noticed a lapse in

the quality of service. Andy said that the system would be designed to provide wifi access all around the building including in the garage, and that the system could be adapted during and after installation to address any user issues. Andy said that Xtream's reputation was based on never having failed to provide what they promised in the service agreement.

Andy said that Xtream would reuse the existing wiring in the building but would replace all the existing equipment, and potentially run additional wiring if they determined there were dead areas.

Andy said that Xtream would mount the antenna on the top level of the north side of the building facing the mountain base area, underneath one of the eaves and ideally tucked behind a column. The antenna would not be installed on the roof. The antenna should not be affected by the weather.

Andy said that the Xtream router would not functionally have a device limitation, and that the access points would actually be the part of the system that had limited device capability. Andy explained that each access point would support 30-40 devices at a high throughput and about 100 devices at a reasonable throughput. Andy said that he anticipated 4-5 devices per individual and was confident that the system would support this level of usage with no problems.

Andy said that if anyone attempted to plug their own router into a cable by pulling off the access point, the cable would automatically shut down and stop moving data. This would prevent individual owners from negatively impacting the functioning of the system by bringing in individual routers.

Andy said that equipment replacement for the term of the contract would only be billable in cases of vandalism or damage incurred outside the scope of normal wear and tear and Xtream Internet's control. Andy said that, generally, after the end of the term, Xtream would replace the equipment in exchange for extending the contract.

Andy anticipated that it would take between 2 and 3 full days for his crew to strip out the current system and rebuild it, and they would need to access all units to achieve this. However, the wifi would be usable by the end of the first installation day. Andy said that he would be able to complete the installation the first or second week of March.

Andy said that support was available 24/7, and Xtream would be able to monitor the system remotely and would know in real time if an access point was down. Andy emphasized that Xtream had never failed to provide what they promised to provide in the user contract and had never lost a customer due to inability to provide the service they promised.

Andy said that he would be happy to help Cathleen put together some language to inform

owners about allowed use of the internet system infrastructure (for example, about

owners not being allowed to remove access points.) Andy said that it would be hard for individuals to remove access points unless they were using a screwdriver to unscrew the access points from the wall.

Andy left the meeting.

Hannes said that Black Bear Lodge was not in a contract with Spectrum or Electronic Solutions, and there were no financial obligations to continue using either of those services.

Cathleen said that she would look over the service agreement provided by Xtream Internet for any major red flags.

There was general agreement that the Board was confident based on their conversation with Andy that Xtream Internet would provide a high level of customer service, as well as expert management of the Black Bear Lodge internet system, which had been lacking. The Board recommended that Toad move forward with facilitating the switch to Xtream Internet, and it was generally agreed that the Board would like to take the first available installation date for Xtream.

It was agreed that it would be necessary to email the Association as soon as Xtream Internet had dates for installation to let owners know that the Board and Toad were working together to switch internet providers and would need access to all units during those installation dates.

There was general agreement that an update to the Rules and Regulations regarding use of the internet at Black Bear would be necessary, and would need to specifically prohibit actions such as removing access points and plugging in individual routers.

Respectfully submitted by,

_____

Rob Harper,
Toad Property Management