

April 23, 2020

Dear Internet Colorado/IC Connex Family,

First and foremost, thank you for being our customer and friend. We appreciate you and could not have made it these past 25 years in business, these past 5 months without Jason and the past 2 weeks of outage havoc without your support and loyalty.

I would like to explain to you the following:

1. The Connection
2. The Problem
3. The Long-Term Solutions
4. The Fix that is going into place to keep this from happening again

The Connection:

The main hub for internet in Colorado is housed in Denver by CenturyLink. All connection starts here for the state. We have a router on a rack where our provider (InterNap) hosts our, Internet Colorado, IP addresses. These addresses tie you to us and us to the Worldwide Web. (This is why we cannot just tie into another provider inside Gunnison when we have an outage to connect to you.) From the connection in Denver, there are various providers that provide service around the state and there are several paths around the state. However, there is only one path that leads into Gunnison and that is from Montrose. There are limited carriers on this 60-mile line causing limited options for providers to serve you. Additionally, the various providers are also beholden to CenturyLink to provide the physical fiber connections for the service as CenturyLink owns the physical assets. Three years ago, Mammoth Networks, a regional provider committed to providing an additional connection into Gunnison. Mammoth additionally has been a great partner to Internet Colorado. They are assisting us with long term redundancy into the valley (alternates to Montrose) with engineering assistance, responsiveness to issues, and are helping to build connections to all rural Colorado.

The Problem:

The actual physical fiber connection that Mammoth was able to secure from CenturyLink take the following path:

It starts in Denver at the hub. Goes down Highway 285 to Grant and then goes over Guenella Pass to I-70. From I-70 it travels to Grand Junction to Montrose and up Highway 50 into Gunnison.

So, what's the problem? On 285 between Conifer and Bailey this line crisscrosses the highway, goes above ground and the below causing huge locational issues. Couple the lack of good tracing with the tremendous amount of construction in the area, BAM this line continues to get cut. Every line outage we have experienced since spring of 2018 has happened in this 30-mile section. This problem is not going away, we have to find a solution and we are working on it. However, THAT IS NOT ACCEPTABLE FOR MY CUSTOMERS FOR TODAY.

The Long-Term Solutions:

1. **Pathway Looping**-Like other regional providers in Colorado, Mammoth is working on better connectivity by creating looping connections instead of straight-line connections. If our

connection was on a loop, when a cut happened, we would automatically be redirected the other way and no loss of service. The loop is in the works but is not estimated to be completed until October. Great for the long-term, but with another construction season in Bailey, NOT ACCEPTABLE FOR TODAY.

2. Redundant Licensed Microwave Connection to Lake City-

Internet Colorado has been working on this connection over the tops of the mountain for several years. Two years ago, Mammoth partnered with us to make this connection complete. This will not only solve our cut line issue in Bailey, but also solve the redundancy issue into Gunnison giving us an alternate to Montrose. This was to happen the summer of 2019, what went wrong?

- A. The large microwave antennae were ordered for delivery in June. Due to the imposed tariffs last year, we received them in mid-October.
- B. We had an unusual snow event the end of October. Getting snow is not unusual for October, but the deep freeze that followed cut off our access to install until this year.
- C. We only have a short window to get this connection up and that was shot last year.

The antennae are here the ground leases are in place and when the snow melts up high, we will be installing, and the connection is intended to go live later this summer-early fall. Again, great for the long-term but NOT ACCEPTABLE FOR TODAY.

The Fix:

When the first break of the season happened on April 10th, my crew leader came to me and said, "We cannot go through another season like this and cannot get the Lake City connection up and running fast enough. We need to find a fix."

Since Jason's passing in November, the internet provider world has continuously reached out to me to offer support and assistance. I have developed quite an in-depth network of connections and relationships these past several months. I used those connections and relationships these past two weeks to put a fix in place.

Going into all the details would take pages and pages, but here is the result. Yesterday I signed 2 separate contracts to bring an alternate gig of service into Internet Colorado. The first connection is a loop path that avoids Bailey and 285 and ties to Montrose. The second connection ties in at Montrose and comes into the City of Gunnison where we will tie into it to bring it to our network. This gives us a backup connection for our network. We will be tying into this connection TODAY and will be totally connected within the week. I was able to negotiate down the price of these connections so that I can sustain this link until the long-term solutions are in place at no additional cost to you our customers.

Thank you for your patience, understanding and support,

Paula Swenson and the Internet Colorado/IC Connex Team