



SiFi Networks – Planned Maintenance and Improvements.

Dear Amerige Heights HOA Residents.

I hope this letter finds you well. I am writing on behalf of SiFi Networks to address any concerns regarding the fiber optic installation in the Amerige Heights community. Our company is responsible for the underground fiber installation and maintenance of the network. We are also in charge of the in-home installation, appointment scheduling and maintenance for each residence with our new installation partner, Aspire. We also work with our Internet Service Provider partner, GigabitNow, who provides the actual internet service and technical support to each home using our fiber network. We acknowledge the inconvenience caused by any issues encountered during or after the installation process and would like to assure you that we are actively working towards resolving these concerns.

SiFi Networks recognizes the importance of providing a reliable and efficient fiber optic network to the residents of Amerige Heights. We understand that any disruptions may impact the daily routines and connectivity needs of the community. Therefore, as part of our resolution plan, SiFi Networks is performing a quality control review throughout the entirety of the underground network. Any found issues or opportunities for network improvements will be planned and carried out in the coming weeks.

To minimize the impact on residents, SiFi Networks will carefully plan and communicate any scheduled downtime 5 days in advance on a street-by-street basis. We will work closely with the HOA Board and Internet Committee to ensure that all affected homeowners are informed about the planned maintenance and repair activities. Door tags will be posted, and email notices will be sent to the affected homes on each street. We aim to perform these activities during non-peak usage hours whenever possible to minimize inconvenience to the community.

SiFi Networks values the partnership with the Amerige Heights HOA and appreciates the patience and understanding of the community during this phase of network enhancement. We are committed to providing the best possible service and will work tirelessly to resolve any outstanding issues.

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our GigabitNow customer support team at 1-800-468-3939 or via email at support@gigabitnow.com. We are here to assist you and address any queries you may have.

Thank you for your cooperation and understanding.

Sincerely,

SiFi Networks