

**INTERNET EXHAUST
CENTURYLINK
MARCH 2015**

ISSUE:

Customers using CenturyLink in Hidden Springs are now at what CenturyLink calls Internet Exhaust. This occurs when usage of a fixed amount of Bandwidth has been met and more demands are being made to it than can be provided at the standard being sold to the client. At this point in time, CenturyLink is telling new clients they cannot provide Internet service at all!

There are several plans you can purchase from CenturyLink for Internet service if you live in Hidden Springs. At the present time, the highest (Fastest) speed that can be utilized is 6MPS (Meg-Per-Second). This is what is sold by CenturyLink but due to Internet Exhaust, they can only provide about 3.5MPS. This speed varies by time of day and day of the week. It is always worse in the afternoon and on the weekends. This is due to more folks using the Internet for emails, Webpage searches and Streaming Music or Videos.

If you lived in Salado City Limits, CenturyLink would provide you with a speed of 10MPS at the same cost as we pay in Hidden Springs for 6MPS of which we are only getting about ½ of that now. If you lived in a major city like Dallas, Georgetown, Austin etc., you would be getting at least 10MPS +. If you lived in Europe, you could be receiving up to 100MPS at a very reasonable price compared to what we pay in the US.

In speaking with CenturyLink they will only fix our Internet Exhaust issue if enough of their Customers complain. Per their technician, they have to make money and will only provide a fix to our issue if enough of their customers bring the issue to their attention. I am suggesting that we take a two-step approach to their advice:

1. Have the HSHOA Board send CenturyLink an email representing the Homeowners and expressing its concern that our Property Owners are not receiving what they pay for and request CenturyLink take immediate steps to resolve this Internet Exhaust issue.
2. Have the HSHOA Board send each Homeowner in Hidden Springs an email asking them to contact CenturyLink and raise this issue with them.
3. Have the HSHOA Board provide by email to each Homeowner the following telephone and email Customer Service addresses:

Telephone Customer Service - Internet: 877-646-3282

Email Customer Service - Internet:

<http://www.centurylink.com/Pages/Support/ContactUs/emailResidential.jsp>

4. Have each CenturyLink customer in Hidden Springs call or email CenturyLink with their dissatisfaction with the current lack of available Internet speeds in Hidden Springs. Please have your telephone and account number when you call or email.

If you want to test your Internet speed, you can use one of the following webpage sites:

www.speedtest.net

<http://spdtst-dills.tx.centurylink.net/>

<http://www.speakeasy.net/speedtest/>

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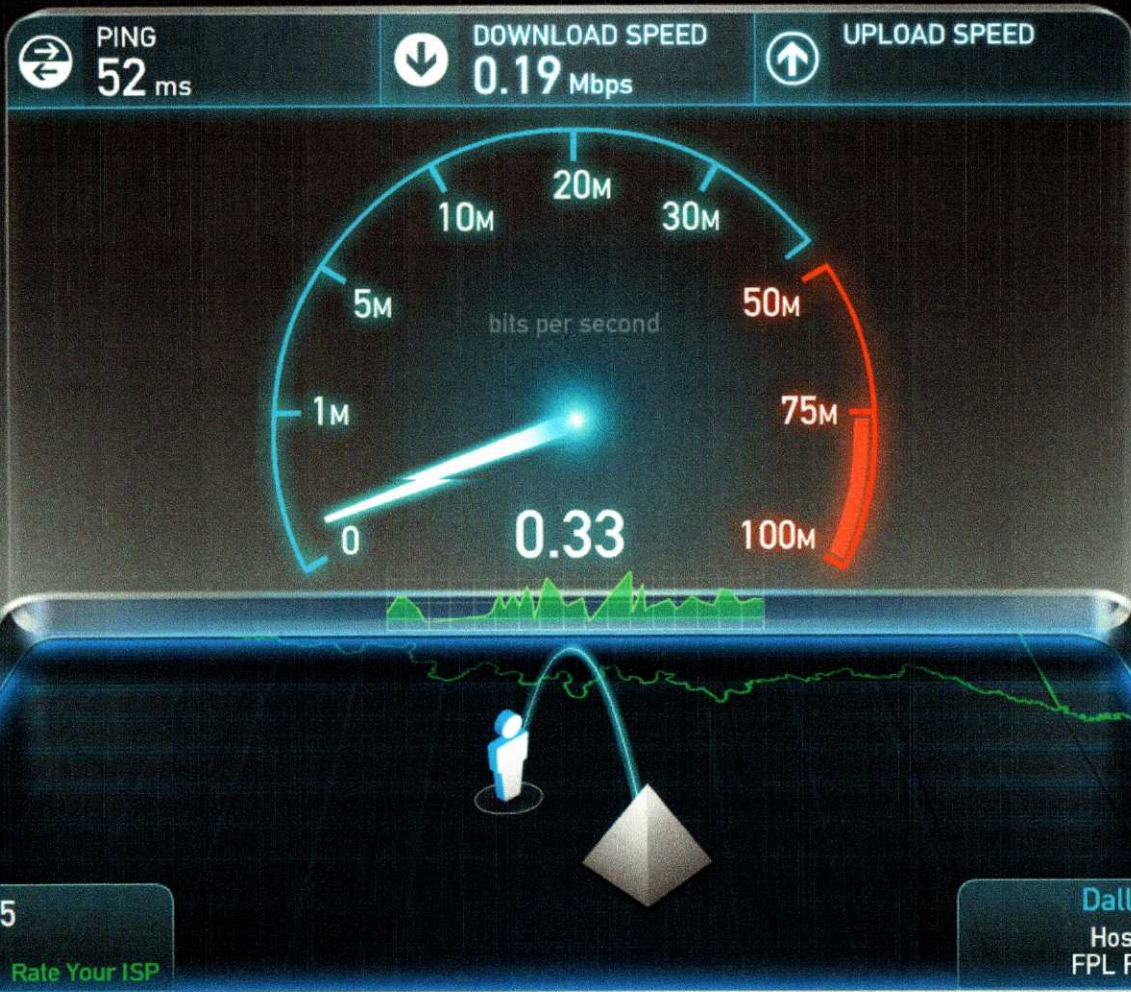
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