



Opticom Settlement Information:

There will be a Community Meeting held in JANUARY to discuss the Montana Opticom details. As soon as the meeting date is set you will be notified. In the meantime, if you have questions regarding the settlement, please email Kathi Thorson with Luna at kathi@lunaproperties.biz.

As most of you know, the Baxter Meadows Master HOA has been involved in a lawsuit with Montana Opticom regarding the bulk service internet agreement for the association. After many rounds of mediation and advice from legal counsel, it was determined that continuing forward in litigation would be a great risk to the individual homeowners and have the potential of exhausting our financial reserves.

We also discovered that many homeowners are satisfied with the service and internet speeds offered, and most complaints have risen from ongoing customer service issues with Opticom. We are pleased to announce that we have reached a settlement with Opticom that amends the bulk service agreement and ensures that each homeowner will receive the services they pay for, have access to better customer service to resolve any issues, and receive the **valley's** fastest internet speeds at prices lower than any other competitor can offer.

THE SETTLEMENT INCLUDES:

- Resolving past due accounts along with improvements to the Bulk Service Agreement
- Opticom will provide a trained and dedicated staff member who will be responsible to Baxter Meadows Community **resident** questions concerning their service; **we will provide you with contact information SOON**
- Opticom will be providing higher speed internet service; 60 megabits per second (**Mbps**) download and at least 20 **Mbps** upload to all Residents (Minimum Connection Speeds)
- Beginning July 1, 2018, Opticom will provide all Residents with an anti-virus protection plan, including associated software and support, with licensing for use with up to two digital devices.
- **Pricing Guarantees of**
 - \$40 per month (plus applicable taxes) for Minimum Connection Speeds through June 30, 2018
 - \$43.50 per month (plus applicable taxes) for Minimum Connection Speeds starting July 1, 2018 through December 31, 2019; AND
 - Increases thereafter limited by agreement
- Bulk Internet Fees will be assessed for bulk internet service by the Master Association **starting January 1** instead of paying Opticom directly. **We apologize for short notice on the change in billing, however based on the timing of the settlement and our billing cycle we were left with no other options. The January bill will include Master Dues of \$30 AND MT Opticom Bulk Services of \$40.**

IF YOU HAVE AUTOMATIC PAYMENTS SET UP PLEASE MAKE SURE AND MAKE CHANGES TO THE AMOUNT

Email **ACH** updates to kathi@lunaproperties.biz.

- If a resident is not currently using Opticom's internet service, they will be contacted soon by Opticom to hook up their service; all residents of Baxter Meadows capable of receiving Opticom's Bulk Internet Service will be required to pay for it whether they use it or not; so the Association encourages all to utilize this community asset
- If you have upgraded or additional services other than the basic option above, each owner will be billed directly from Opticom for the additional charges.
- You may also contact MT Opticom directly 406.999.5000

Baxter Meadows Master Board of Directors