



To: Ponderosa Owners  
Re: New contract with Spectrum for cable TV and internet/WiFi  
Date: February 16, 2022

As you know, the Ponderosa Association provides cable TV and internet/WiFi services under a Spectrum Community Solutions ("bulk") contract. We negotiated a new contract for those services which was effective February 1.

The cable TV plan is now "Spectrum TV Select" (the channel lineup is essentially unchanged). The contract includes up to three (3) TV set-top boxes for each unit.

The internet plan is "Spectrum Ultra Internet with WiFi." The internet speed is now 400 Mbps (it was 50 Mbps). The increased speed required Spectrum to install a new modem and a new router in every unit (most units previously had one device, a combination modem/router). Although there were a few disruptions in internet service, the transition went fairly smoothly, thanks to the helpful staff of Spectrum Support Services in Gunnison.

The new Spectrum agreement will also save the Association more than \$200 per month compared to the previous contract!

**If you or your guests experience problems with Spectrum TV or internet, please contact Mountain Home Management (MHM) at 970-349-8966.**

Spectrum notifies MHM of outages, so the problem might not be due to "operator error" or equipment in your unit, but rather a regional issue. If the problem persists after some simple troubleshooting and there is no system outage, MHM will report the problem to Spectrum.

***There is a \$50 charge to the owner for a tech visit if it's not a Spectrum problem! If you rent your unit, you should instruct your local contact to call MHM and not to call Spectrum.***

If you need additional set-top boxes or want TV channels not included in our plan, please contact MHM.

Regards,  
Beverly