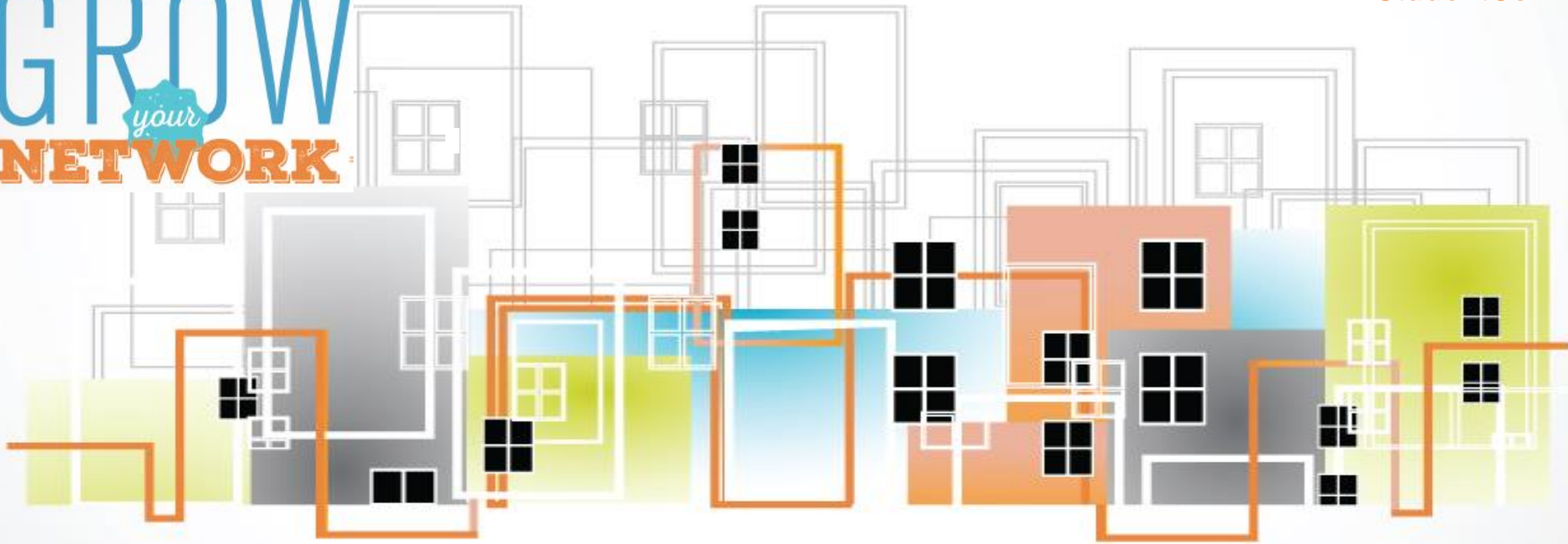


GROW
your
NETWORK



Internet for Residents: Get it Right

Chris Johnston, J.D., Jason Rios, J.D., Captain Richard Holtz

What kinds of Internet delivery are there?

- Un-Managed Internet - Cable modem or DSL modem
 - Shared bandwidth across multiple users
 - Far lower upload speeds
 - Acceptable Use Policy violations may affect all residents in a unit
- Managed Internet
 - By the user management to the outlet level
 - Upload and download speeds can be the same
- Wireless: Managed or Unmanaged
 - Issue is devices per Access Point
 - Need to understand various flavors and bands (frequencies used)

Q&A

- Ask us anything that's on your mind about Internet at your properties. Here are some possible topics:
 - Service problems.
 - What residents want.
 - Timelines.
 - Legal issues.

Service Levels

- Why service levels are important
 - Students have increasingly high standards
 - Devices per user
 - Life is increasingly digital, internet access is students' lifeblood
- In the contract
 - Number of outages allowed in a certain time period
 - Percentage of uptime
 - Time to cure outages, time to attend to service appointments
 - Helpful to require provider to keep records and make them available
 - Remedies
 - Default, termination, service credits



Responsibility for Legal Compliance

- Bad things happen.
- Who is responsible when the subpoena arrives?
 - Typically whoever is managing the bandwidth should be willing to accept responsibility in the agreement.
 - Include requirement that provider handle compliance with applicable law, including DMCA.

How do I make the provider show up on time?

- Spell out the dates by which service must be available at the clubhouse and at the units
- Be mindful of circuit landing dates
- Have the telecom closets complete with power and HVAC available on time
- Liquidated damages

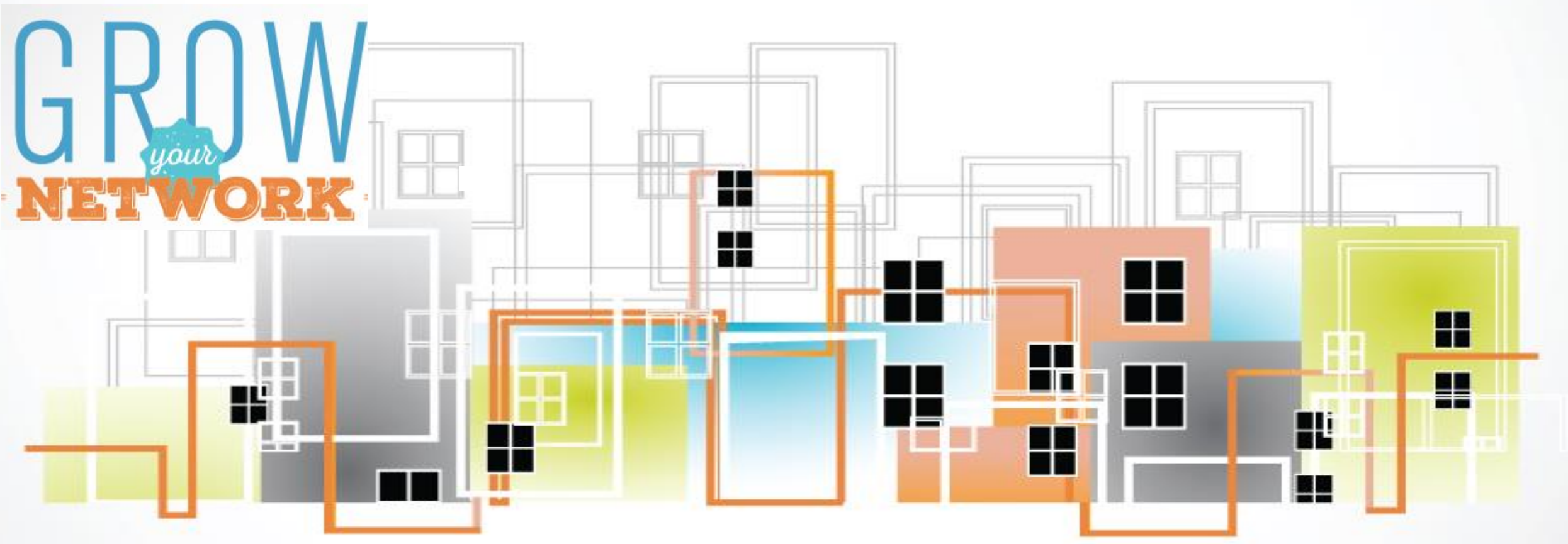


Future Upgrades

- What are the odds a property will need Internet upgrades in a five-year term? A 10-year term?
- Bandwidth upgrades
- Equipment upgrades – especially wireless access points and backbone equipment
- Contract language to protect owners
 - For video, requirement that if your package gets replaced with a better package, you get the better lineup
 - For Internet, have language that sets out a bandwidth request process with the provider.
 - Consider scheduled bandwidth upgrades.
 - Yearly technology review

More Q&A





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