

Summit Committee Report
Bill Knab - Aug 28, 2025

We have been working with Summit Broadband over the past 6 months to improve the quality of the Internet and TiVo service as well as the upgrade and troubleshooting customer service provided to our residents.

Recap:

- Conversions started in December 2024, 200 homes were converted but experienced a wide range of problems with Internet speed and consistency, picture quality and troubleshooting/setup services.
- In January 2025 the WBF Board instructed Summit Broadband to pause upgrades until the issues were resolved.
- Throughout the spring Summit Broadband implemented several system upgrades and significantly upgraded its customer service training and response times. Feedback from the converted households still in residence confirmed the improvement.
- In April, legal counsel for the WBF Board initiated communications with Summit Broadband to ensure that Summit Broadband fulfilled their contractual obligation with WBF and negotiate timelines.
- Performance reporting from June, July and August indicated service has improved.

After consultation with legal counsel, I am comfortable that the WBF Board move to restart conversions. I have requested a System upgrade performance meeting in February of 2026, after most residents have returned and we can confirm satisfaction with the service. Residents will have until August 31, 2026, to complete the upgrade.

Respectfully submitted,
Bill Knab, Summit Committee Chair