

# Three Lakes Network Upgrade

Update, March 30, 2021

## The good news.

The area of Three Lakes is about to see speeds that they have never seen before. Soon, current customers will experience speeds up to 250mbps! New customers will have the option to purchase up to our 150mbps package until all upgrades are complete.

## The not so good news.

We have run into a few technological hurdles this week surrounding the cut-over to the new equipment. Monday night we have discovered a set back and have made the decision to delay our final cuts in the town until the end of April which will delay the community to reaching a top speed of 1Gig.

Don't worry, though, speeds up to 1Gig will still be coming to the Three Lakes community. We're committed to bringing the community the fastest speeds in the area.

## What is the impact on current customers?

**Customers who have updated Astrea Equipment:** Good news is that you will begin to see faster speeds yet this week! Wednesday night into Thursday we will be moving to a plan B that will allow you to experience faster speeds promised from Astrea! **See page 2 for more impact information.**

**Customers who have not swapped out their old KTVS equipment:** You will remain on your legacy speed package until you upgrade your equipment – The deadline to swap this equipment is *April 30th to avoid any service disruptions*. To request a new modem, please fill out the equipment request form linked below.

[MODEM REQUEST FORM](#)

## What's happening now?

To get our 1 Gig service deployment back on track, there will be a scheduled outage for network changes that will impact service. See details below.

### Outage Notice

**When:** April 1st, 2021

**Time:** 12:01 am – 6:00am

**Who:** All Internet Customers

**Impact:** Intermittent outages affecting your internet services

After this maintenance work is completed, if you are experiencing service issues with your modem please unplug your modem (and router) for 30 seconds and then reconnect. Should this not resolve your issues, please give us a call and an agent will assist you.

HOW TO RUN A POWER CYCLE

## What's next?

During the month of April, we will be preparing for the final part of the upgrade. Communications will be provided with notice of the upcoming maintenance windows along with any expectations from you.

## More questions? Connect with us.

-  Email at [hello@astreaconnect.com](mailto:hello@astreaconnect.com)
-  Call (800) 236-8434
-  Chat online at [www.astreaconnect.com](http://www.astreaconnect.com)
-  Submit a ticket through your customer portal