To our valued Kit Carson Internet Customers,

During the last few days, Kit Carson Internet has experienced two interruptions of service in our service territory. The first one occurred on Friday, November 5^h causing both intermittent service to no service at all for several hours. The second interruption occurred on Tuesday, November 9 for approximately 1 hour. I would like to explain the cause of both interruptions starting with the explanation of the November 5th interruption.

 During our routine daily monitoring diagnostics of the KCI network and its performance, one of our network technicians noticed that there was an issue developing with one of our core network servers that could be causing potential issues or service issues with one of our commercial customers.

In an attempt to correct this potential issue and repair these anomalies on the core network servers', we created a programming fix that would take care of the pending issue without terminating service to the switch from the network that would result in not disrupting service to customers. This type of programming troubleshooting is routine, and these programming changes are made throughout with no disruption in service or visibility to our customers . It is a feature of our service that contributes to our overall up time standards and reliability for our network.

These types of corrections all have been done successfully in the past and without disruption or any knowledge to our customers. They are simply a routine part of our network service and attempt to always provide continuous service. However, and unfortunately, in this case in making these routine changes to the live core server   "on the fly" these changes can create some instability in the server and spread to the rest of the network causing an overall disruption in service to the network.

Despite our best efforts to not disrupt or impact service, this always-on programming change created one of those infrequent circumstances that spread to other devices causing them to disrupt traffic and cause the outage.   Our KCI and NRTC Engineers agreed that the entire network would need to be shut down and to reactivate the network slowly and in sequence in order to ensure overall stability to customer's service once again. This caused the outage to become more prolonged than desired. Once network traffic and routing stabilized for the majority of customers, there remained a small group of customers that still were not able to access traffic on their connection.

KCI and NRTC Technicians (one of our network management and monitoring services and available (24/7/365) sprang into action and worked nonstop day and night on this service disruption by correcting all of the programming issues on the network until service was fully restored. The complexity and difficulty of this remote and tedious work took place from the moment the service disruption occurred until fully resolved. KCI apologizes for the inconvenience to our customers and knows that any interruption to your internet connection is serious and disruptive.

On November 9, at approximately 6:51 pm KCI experienced a second interruption. The KCI Staff immediately with assistance from NRTC troubleshot the issue. In a short time KCI determined that the third party Internet Provider KCI purchases internet from had lost service to its wholesale internet customer throughout the state. Our third-party internet provider purchases its internet from Google who also lost service. We are currently in contact with the provider to determine the nature of the interruption and I will pass on this information when we receive it.

We at KCI Internet believe that these changes should result in better overall performance, reliability and uptime for our customers on our network. We apologize for any inconvenience that this interruption may have caused. if you have any questions and comments, please do not hesitate to contact KCI or myself. I can be reached at lreyes@kitcarson.com or 575-741-0213. Thank you for your patience and understanding and for being a valued Kit Carson Internet customer.