



FOR IMMEDIATE RELEASE

July 31, 2024

Kit Carson Internet Upgrade Status Report 07/31/2024

Taos, NM - July 31, 2024 — Kit Carson Internet (KCI) conducted a system-wide internet scheduled maintenance to upgrade critical electronic equipment. The upgrade was completed successfully, with KCI reporting no major issues. All tasks planned for the network maintenance on the morning of 7/31/2024 were completed promptly and within the allotted time. The upgrade took approximately 2 ½ hours to finish, with most customers experiencing only short downtimes to their service. This is the first planned maintenance to complete a series of upgrades to KCI's core network. The upgrades consist of installing new devices to optimize routing for all internet traffic.

KCI replaced electronic equipment to provide customers with more reliability and to allow KCI's network to handle bandwidth more effectively. KCI aims to ensure that the network is operating at 100% and enhance the quality of services for its customers.

As KCI's network becomes more robust and the demand for internet services increases, KCI will need to upgrade its infrastructure to meet the growing demand. KCI kindly asks customers to be patient as we work diligently to minimize outage times and provide advanced notice of future outages. KCI will inform you of future planned outages well in advance, giving you ample time to prepare.

Please call our offices at (575)-758- 4838 or email Luis A. Reyes at lreyes@kitcarson.com with any questions or concerns. Thank you for being a valued customer. We appreciate your business.

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About Kit Carson Electric Cooperative

Formed in 1944, Kit Carson is a member-owned electric distribution cooperative in northern New Mexico and the second-largest cooperative in the state. It is one of 16 electric cooperatives that serve rural New Mexico communities, serving nearly 30,000 members in Taos, Colfax and Rio Arriba counties. To learn more about Kit Carson, visit www.kitcarson.com.