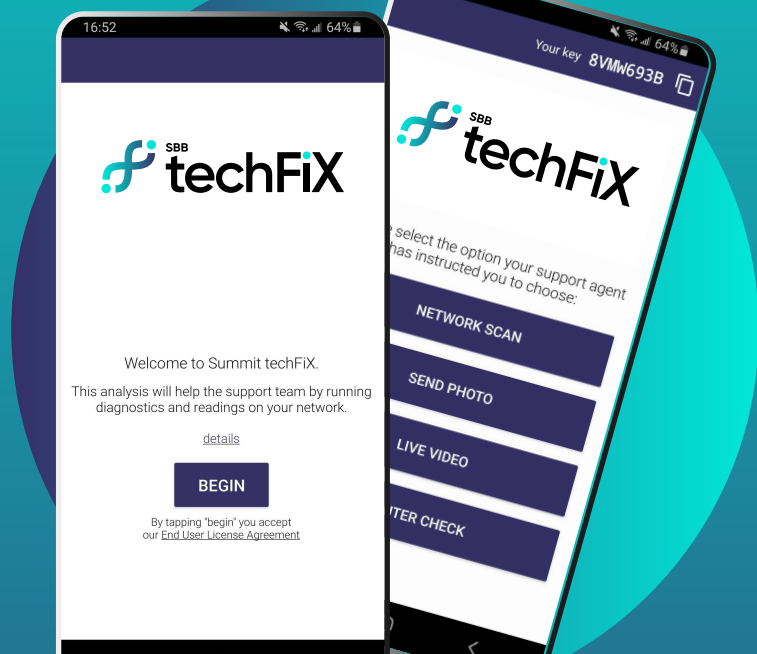


# Introducing SBB techFiX!

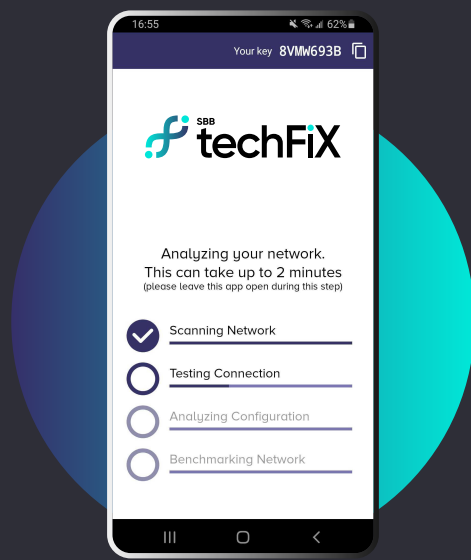
A new way for residents to troubleshoot network issues and save time. Great changes (in a good way) are on their way to you and your residents!

Summit Broadband is proud to announce a new app called **SBB techFiX** that is not only easy to use but also gives residents the ability to partner with our Support Specialists when diagnosing a service issue.



**SBB techFiX** gives your residents the tools they need to resolve many common issues on their own. Everyone benefits as residents can spend less time on the phone with property management or the Summit Support Center!

## SBB techFiX benefits:

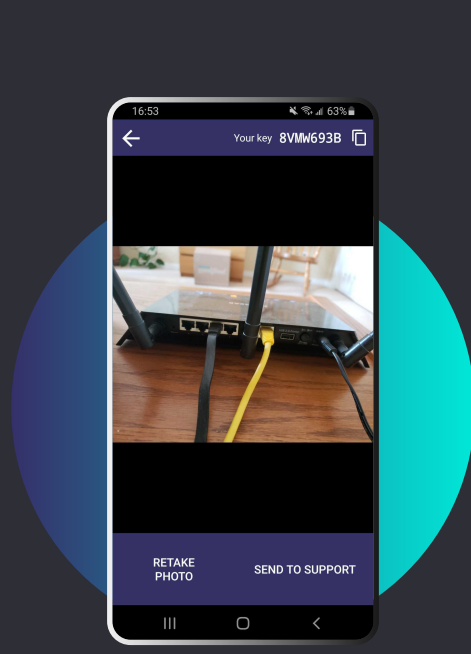
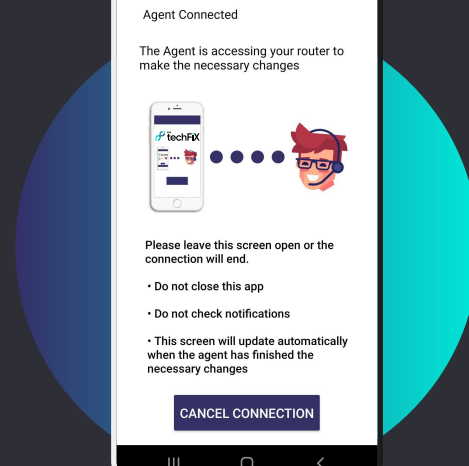


### Network Scan

Easily scan Wi-Fi signal strength throughout your home and detect possible network issues.

### Router Comm

Allows Summit Broadband Support Specialists to assist customers with seamless changes to router settings or to check/modify usernames and passwords.



### Photo Assist & Video Assist

Customers can send real-time photos or share live video to help diagnose and resolve complex technical issues quickly.

### Security

All data gathered by the app is encrypted and completely secure. It will only be used when troubleshooting with a Summit representative.



At Summit Broadband "First Call Resolution" is not just an over-used phrase. It is our passion, and **SBB techFiX** helps us deliver on that promise, giving your residents the concierge-class service, they expect 24/7, 365 days a year, for FREE!

We are confident **SBB techFiX** will give your community and residents the tools needed to resolve simple issues without waiting on hold for assistance or contacting property management. This change will provide peace of mind for our customers, and just as importantly, for our HOA partners and their staff.

### What's Next?

In the coming weeks we will showcase the **SBB techFiX** features and benefits on Facebook and Twitter. We hope you and your residents will join us on the journey, and we encourage all Summit customers to download the **SBB techFiX** app once it has launched.

### Spread the Word!

Please share this information with your residents to help us get the word out that this app will save time and effort when technical issues arise. And we would appreciate any feedback you and your residents have.

**Thank you and we look forward to you being part of the Summit techFiX family!**