

I am writing to you as the President of the Zephyr Lofts Condominium Association, a building in Jersey City, NJ with 102 units. Our building was converted to condos in 2005, prior to which it was a rental building. As a rental building, our predecessor entered into a 15 year exclusive contract with MDU Communications. Over the past 3 years we have had nothing but issues with getting them to provide adequate levels of customer and technical service. They are typically 1 year behind on technology upgrades provided by Directv (such as HD, etc), the TV and Internet signals are frequently dropping, and the internet speeds provided to our residents are not even close to competitive. They just performed their latest upgrade which caps individuals at 1.5Mbps.

In summary, we have spent 3 years trying to get reasonable service out of MDU Communicaions. We are confident that, without proper competition, they will never provide the service levels that are available to our neighbors who are not burdened with an exclusive arrangement. Please recognize that competition is the only way to incentivize these companies to meet the needs of customers.