Residents of UNM’s Student Family Housing Complex have voiced concerns regarding the reliability of internet service in the complex and have asked for assistance from UNM Residence Life & Student Housing in improving the service. We take this concern very seriously, and are working diligently to address the matter.

Due to the original facility design, location, and construction of the Student Family Housing Complex, installing the same internet capabilities as exist on main campus is prohibitively expensive and could result in much higher rates for the current tenants. Since 2011, UNM Residence Life & Student Housing has worked with a third-party provider to bring UNM supplied internet from the administration building to the individual apartments via the coax cable lines originally installed in the complex. Lately, the internet provided via this system has become inconsistent. This has been very frustrating for residents as well as the administrators who want to provide the best experience possible.

For the past couple months, UNM Residence Life & Student Housing has worked closely with UNM Information Technologies and UNM Leadership to find a workable solution to provide improved internet service to the complex.

On Tuesday, November 5th, students living in UNM Student Family Housing (SFH) received an email to notify them of our efforts.

A community meeting was held on Wednesday, November 6th at the SFH Community Center where representatives from UNM Housing and UNM IT were available to answer questions and hear concerns about the internet problems at the complex. Below is a list of questions and answers from the meeting:

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**Q: When will the current internet be terminated?**

**A:** UNM Residence Life & Student Housing, after receiving feedback from the residents, has determined that we will continue to provide current internet service via the coax cable lines, with limited support through July 28, 2020.

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**Q: Will I be allowed to get my own internet service?**

**A:** Yes, Xfinity (formerly Comcast) stated that all units in the SFH complex are serviceable.

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**Q: We tried to get our own internet before and ResLife said that the provider was not allowed to disconnect wires. What changed?**

**A:** There were compatibility issues with the wiring before, but all units are now serviceable. If the service provider needs disconnect and reconnect wires they are able to do so. We do encourage them to be careful of the other wires that are there.

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**Q: The price of Xfinity installation is $80-$90, can ResLife negotiate a lower fee for us?**

**A:** UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate
the updates to SFH residents via email. Outside of these discussions, we do want to make residents aware that there are two programs you may be eligible for:

- **Xfinity Student Discounts**
- **Internet Essentials from Comcast**

These site references are provided for your convenience, but the program information and details are managed by Xfinity/Comcast.

**Q: Can we have the UNM IT install internet for us?**

**A:** No, unfortunately UNM IT does not have the expertise or resources to support coax cable infrastructure.

**Q: I looked into the basic internet plan, it comes out to $32.95/month with tax, I am only getting $30, which does not cover the full cost of the service. How did you calculate the $30 reimbursement price?**

**A:** The way we reached the $30/month price was we looked into the market rate for the basic plan offered through Xfinity, which was advertised as $29/month.

UNM Leadership has moved quickly in response to the feedback we received from the residents at the community meeting on 11/6. Since then, UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate the updates to SFH residents. Outside of these discussions, we do want to make residents aware that there are two programs you may be eligible for:

- **Xfinity Student Discounts**
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**Q: The basic internet speeds are extremely slow and don’t appear to allow for many of the basic needs of the students.** The experience we have had it is not a fast, high-speed internet. Our download speeds range from 5-25 megabytes at the most.

**A:** UNM Leadership has asked Xfinity/Comcast to do a site review at SFH to provide better estimates on speed capabilities at the site. When we have more detailed information we will communicate the updates to SFH residents.

**Q: The bare minimum package that costs $29/month will not supply the needed bandwidth for the type of work I do. Would Res Life be willing to provide us more money for an upgraded package that is comparable to what we are getting now?**

**A:** UNM Leadership has asked Xfinity/Comcast to do a site review at SFH to provide better estimates on speed capabilities at the site. When we have more detailed information we will communicate the updates to SFH residents.
Q: If we all used Xfinity would it our service be slower?
   A: UNM Leadership has asked Xfinity/Comcast to do a site review at SFH to provide better estimates on speed capabilities at the site, including the anticipated impact of higher community usage of their service. When we have more detailed information we will communicate the updates to SFH residents.

Q: I have lived at SFH for a long time. Four years ago the internet service was great, and then we two years ago we changed the modems and then the internet was terrible, why did we decide to change the modems?
   A: Technology is evolving and we need to periodically update the modems for both security related needs and to maintain compatibility with the cable distribution routing hardware.

Q: Why did you change out the modems, if you weren’t sure they were going to work better than the old ones?
   A: Technology is evolving and we need to periodically upgrade the modems for both security related needs and to maintain compatibility with the cable distribution routing hardware. We tested 5-6 modems and they performed well. We did not encounter any issue during the tests. We have included a conversation about modem compatibility and performance with Xfinity/Comcast. When we have more detailed information we will communicate the updates to SFH residents.

Q: What happened to the cable TV? About a year ago we could watch it but then it went away.
   A: In August 2018, UNM ResLife moved to the Xfinity On Campus product for all residents, which delivers content over the UNM provided internet. Most of the content is available through non-UNM based internet, but due to licensing restrictions some content is not available over general internet. To access the full content, students can login to the UNM highspeed internet at the SFH Community Center, or on main campus to access the remaining content.

   Please note that UNM ResLife will continue to provide the over-the-air television signal over the coax cable lines through July 28, 2020 for those who do not switch to Xfinity for internet.

Q: Why don’t we get the same level of service as the other students on main campus, even if we buy our own internet?
   A: Due to the original facility design, location, and construction of the Student Family Housing Complex, installing the same internet capabilities as exist on main campus is prohibitively expensive and could result in much higher rates for the current tenants.

Q: When working with an outside service provider, some students have experienced difficulty accessing UNM Libraries and other research tools.
   A: UNM IT and UNM ResLife are working to provide the following improvements at Student Family Housing (SFH) Community Center for residents to have access to UNM’s high speed internet:

   • As of October, UNM Residence Life has increased the hours of the SFH Community Center, which is now open to residents for extended late-night hours (M-F 8 a.m. – 4 a.m., Weekends 10 a.m. – 4 a.m.).
UNM IT is upgrading the WIFI in the SFH Community Center to allow for increased internet access. We expect the upgrades to be complete by this weekend (November 16-17).

UNM IT has installed 6 computers in the SFH Community Center for residents to use. Three computers are located in a quiet area, and three are located in the common community area where residents can bring children. These computers have direct, ethernet access to UNM’s high speed internet. We have also installed a WEPA printer, the same printers available on UNM’s main campus.

If you are connected to the UNM high speed internet at the SFH community center and still have trouble accessing the UNM research resources, please email us at sfhouse@unm.edu or call 277-4265.

Q: I was told I would have to pay an $80 installation fee – but not everyone here has to pay it. Some previous tenants have already paid. Can the administrators identify the people who need to pay it and reimburse us if we do?

A: UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate the updates to SFH residents via email. Outside of these discussions, we do want to make residents aware that there are two programs you may be eligible for:

- Xfinity Student Discounts
- Internet Essentials from Comcast

These site references are provided for your convenience, but the program information and details are managed by Xfinity/Comcast.

Q: What about the termination fee? My contract with the internet provider said there will be a $110 termination fee, plus $10 for every month I no longer are meet the annual contract. What is your plan to offset that cost for us, with that especially since our students will graduate and leave before the contract ends?

A: UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate the updates to SFH residents via email. Outside of these discussions, we do want to make residents aware that there are two programs you may be eligible for:

- Xfinity Student Discounts
- Internet Essentials from Comcast

These site references are provided for your convenience, but the program information and details are managed by Xfinity/Comcast.

Q: The original letter emailed to us said that internet service will be shut off on November 30th. Can you extend this date until after finals?

A: UNM Residence Life & Student Housing, after receiving feedback from the residents, has determined that we will continue to provide current internet service via the coax cable lines, with limited support through July 28, 2020.
Q: What about the residents who have switched prior to today? Can you compensate us back to when we started our contracts?
   A: If you switched internet providers prior to November 1st, please email us at sfhouse@unm.edu so we can review your situation.

Q: I switched to Xfinity – it worked for a while and then it did not. The modems provided to us may not be compatible.
   A: The ports may be the issue. The connectors do wear out, but we have staff that can switch them out. We have them in stock so you can work with our staff to get new ones if you think this is the case. Contact the SFH office at 277-4265 or at sfhouse@unm.edu and let them know your apartment number if you need this replaced. In addition, we are discussing modem compatibility and performance with Xfinity/Comcast. When we have more detailed information we will communicate the updates to SFH residents.

Q: Are the modems comparable with the residential internet?
   A: While our testing has shown that the modems will work, we are discussing modem compatibility and performance with Xfinity/Comcast. When we have more detailed information we will communicate the updates to SFH residents.

Q: Can the UNM Administration increase the refund/credit to $40 or $50 so we can improve our packages?
   A: UNM Leadership has moved quickly in response to the feedback like this from the residents at the community meeting on 11/6. UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate the updates to SFH residents via email. Outside of these discussions, we do want to make residents aware that there are two programs you may be eligible for:
   o Xfinity Student Discounts
   o Internet Essentials from Comcast
   These site references are provided for your convenience, but the program information and details are managed by Xfinity/Comcast.

Q: Can UNM work with the outside vendor to negotiate a special rate or a bulk agreement?
   A: UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate the updates to SFH residents via email. Outside of these discussions, we do want to make residents aware that there are two programs you may be eligible for:
   o Xfinity Student Discounts
   o Internet Essentials from Comcast
   These site references are provided for your convenience, but the program information and details are managed by Xfinity/Comcast.

Q: The internet reimbursement refund/credit went to my bursar account. Is there any way to get it in cash?
   A: Unfortunately, there is no other way to refund the money except via the bursar account.
Q: Have you tried going back to the old modems? Can we see if the old modems still work? Can we have a couple of modems back to experiment with them?

A: Technology is evolving and we need to periodically upgrade the modems for both security related needs and to maintain compatibility with the cable distribution routing hardware. While our testing has shown that the provided modems will work, we are discussing modem compatibility and performance with Xfinity/Comcast. When we have more detailed information we will communicate the updates to SFH residents.

Q: Can we reset the modem password?

A: We ask that residents avoid making changes to modem configuration/passwords at this time.

Q: Can we look into having a computer pod installed at the SFH Community Center?

A: Yes. We are excited to share with you the following updates, based on your feedback:

Student Family Housing (SFH) Community Center Improvements

- As of October, UNM Residence Life has increased the hours of the SFH Community Center, which is now open to residents for extended late-night hours (M-F 8 a.m. – 4 a.m., Weekends 10 a.m. – 4 a.m.).
- UNM IT has upgraded the WIFI in the SFH Community Center to allow for increased internet access. The upgrade was completed on November 15th.
- UNM IT has installed 6 computers in the SFH Community Center for residents to use. Three computers are located in a quiet area, and three are located in the common community area where residents can bring children. These computers have direct, ethernet access to UNM’s high speed internet. We have also installed a WEPA printer, the same printers available on UNM’s main campus.

Q: Is UNM going to form a committee for any issues that arise during the next couple of months?

A: We do not have a committee for this, but please continue to email sfhouse@unm.edu if you have questions or feedback on these improvements. Also, we will as a group make sure to follow-up with SFH residents as changes are being implemented and updates are being made.

Q: Can you put out some sort of communication with instructions on how to get internet?

A: UNM Leadership has moved quickly in response to the feedback like this from the residents at the community meeting on 11/6. UNM has reached out to Xfinity and we are actively engaged in conversations to explore additional possible solutions. When we have more detailed information we will communicate the updates to SFH residents via email.

As changes are being implemented and updates are being made, UNM Residence Life & Student Housing will communicate the updates to the Student Family Housing Community. If you have questions or feedback on these improvements please contact the Student Family Housing Office at 277-4265 or sfhouse@unm.edu.