

Dear Sterling Ranch Resident,

We are excited to announce that we are going to start sending out consistent updates to you all regarding the technology out at Sterling Ranch! There is a lot of technology in your home and we hope that you are able to use your technology to enhance your life in this amazing community.

## **Internet at Sterling Ranch**

The first subject we are going to address is the internet. Internet is currently provided by CenturyLink. The CenturyLink service is currently delivered by a state-of-the-art fiber network that has been designed specifically for Sterling Ranch. To improve the WiFi performance in your home, we have chosen to provide each new home with an Eero Mesh WiFi System. With 1 Gigabit of fiber being delivered to each home and the Eero Mesh WiFi System broadcasting the internet throughout your home, you should have a fantastic internet experience. If you are not having a fantastic internet experience, there are a couple things that could be the cause. Below are a couple issues we have seen with the internet in the community and some steps you can attempt to fix these issues.

### **Slow Speeds**

If you are experiencing slow internet speeds, attempt the following:

- Unplug your CenturyLink modem/router for 15 seconds and plug it back in
- Toggle the WiFi on your device off and back on - by doing this the Eero mesh WiFi system will recalibrate its connection to that device
- Move your Eero beacons to a more central location in your house - the Eeros will automatically reconnect after a couple of minutes

Internet speeds can also be affected by the age or model of the device that you are attempting to use the internet on. If you are using an older device and experiencing slow speeds, it is most likely the age of the device that is causing the performance issue.

Please visit the following link for additional troubleshooting steps:

<https://lumiere.technology/knowledge-base/my-internet-is-slow/>

### **Internet Service Consistently Dropping**

Interruptions to your service can be a big inconvenience. If your internet service is consistently dropping, we want to work with you to make sure that this does not continue to happen. Attempt the following if you are experiencing drops in your internet service:

- Attempt the troubleshooting steps above under “Slow Speeds”
- Call CenturyLink ON at 866-872-0238
- Reach out to our team at <https://lumiere.technology/open-a-ticket/>. Please note that our team is only able to help after you have attempted the prior steps to help isolate the problem.

Thank you for taking the time to read and we hope this information was helpful to you. We are continuously working with CenturyLink to improve the internet service at Sterling Ranch and we hope your internet experience only gets better! If you have had a bad experience with internet service, please send us a summary of your experience at:  
<https://lumiere.technology/open-a-ticket/>.

For additional internet troubleshooting resources visit:  
<https://lumiere.technology/knowledge-base/category/internet/>

Best Regards,

Sterling Ranch Technology Team