Set Your Non-Negotiables: A Smart Start for Bulk Internet Success

When choosing a bulk internet provider, defining your non-negotiables ensures your community gets the service it deserves. These priorities will guide your negotiations and help secure the best deal for your residents

Understand the KEY AREAS TO FOCUS ON:

CONTRACTUAL GUARANTEES

Insist on SLAs that back service reliability and performance. How will the provider hold themselves accountable? How will you protect your association and its residents?

FUTURE-PROOF TECHNOLOGY

Choose scalable, cutting-edge technology that residents will use daily. (Keep an eye out for incomplete products that may come with hidden fees).

DEDICATED SUPPORT

Look for responsive, resident-first service models tailored to your needs. Will your residents be waiting on hold for hours with overseas call centers).

How to determine WHAT YOUR PRIORITIES ARE:

GATHER BOARD FEEDBACK

Discuss key needs and expectations with fellow board members. Rank these needs from most important to least important.

RESEARCH TRENDS

Understand what features similar communities prioritize and what needs will look like in the next 8-10 years during the length of your potential future agreement.

SURVEY RESIDENTS

Ask residents what matters most to them for valuable insights. Blue Stream Fiber is happy to facilitate the survey and share the responses or provide sample questions you can use for this.

Your Final Checklist

Based on the research collected via board feedback, research trends and surveying residents, narrow your priorities into a list of **3–5 non-negotiables**. Clearly defining these will help you choose the right provider to meet your needs and establish a successful partnership.