

Vendor Upgrades Wiring for Condo Property

■ CHALLENGE

Residents of a 116-unit condominium property in Central Ohio were experiencing repeated internet and cable service interruptions. Dissatisfied residents were routinely calling their vendor, a major telecommunication provider, to report these outages. Due to the continued inconvenience and aggravation, the condo owner's association decided to research alternative solutions with satellite providers.

Upon recommendation of the property management company, the condominium association hired Choice to resolve this problem. Choice convinced the telecom vendor to comprehensively examine the cause of the property's intermittent disruptions.

Through this examination, the vendor discovered that old, faulty vendor wiring led into each of the buildings on the property. Wiring upgrades were needed and neither the vendor nor the property wanted to take the next step necessary for this upgrade. This impasse required skillful negotiation and management by Choice.

■ SOLUTION

Representing the condominium association, Choice successfully negotiated with the telecommunication vendor. This solution resolved the service problem and satisfied both parties. The vendor agreed to coordinate and pay over \$13,000 for the following upgrades.

- Installation of new underground wiring including boring under sidewalks
- Installation of new pedestals and lockboxes on each building
- Installation of pull-string in conduit for future upgrades
- Repair/replacement of wiring to individual units in each building, where needed
- Repair/replacement of landscaping, including flowerbeds and grass, where needed

Choice negotiated a win-win Memorandum of Understanding (MOU) between the two parties. The telecom vendor agreed to the scope of work and to complete the upgrades within three to six weeks. Approval rights were given to the property for the work plan and final work.

There was also a stipulation if the terms were not met – the property could withdraw from their commitment to sign a new long-term contract. If the telecom vendor resolved the problems, the condo association would sign a long-term contract with the vendor covering the capital cost of repairs.

■ RESULTS

The vendor and the condo property fulfilled their commitments. With the vendor upgrades completed, the residents were satisfied with their improved telecommunication service. The condo association signed a new long-term vendor contract. This contract included marketing rights and provided additional ancillary revenue to the property. To date, the vendor continues to maintain an above average product penetration in this condo property and is also satisfied with this resolution.

