

Burland Broadband Project – FAQ's

Keith Doubleday

Question 1: What are the detail for the monthly service plans – cost, download and upload speeds?

Answer: SPT has several service packages that will be available once the installation process is completed. They are all based on download/upload speeds. Here are the current list prices for these services:

25/25 = \$89.95 – 25Mb Download/Upload Speed
55/55 = \$99.95 – 55Mb Download/Upload Speed
100/100 = \$119.95 – 100Mb Download/Upload Speed
200/200 = \$139.95 – 200Mb Download/Upload Speed
1000/100 = \$239.95 – 1 Gb Download/100Mb Upload Speed

They are also offering a discount to Burland based on the number of subscribers we are able to get into the process. To make the whole process work, with the grant approval of course, we need 50% participation of subscribers with SPT. That equates to 650 subscribers.

At 650 subscribers, SPT will discount the list monthly fees by 10%.

Should we reach 750 subscribers, the list rate is discounted by 15%.

The discounts are applied to all that commit during the construction process.

Here is the pricing with the 650 subscribers:

25/25 = \$80.95 – 25Mb Download/Upload Speed
55/55 = \$89.95 – 55Mb Download/Upload Speed
100/100 = \$107.95 – 100Mb Download/Upload Speed
200/200 = \$125.95 – 200Mb Download/Upload Speed
1000/100 = \$215.95 – 1 Gb Download/100Mb Upload Speed

Question 2: How much will the installation cost each property owner?

Answer: The installation cost for each property is \$500. The \$500 commit fee that you will pay with your form will be used to pay for this installation – so no additional out of pocket expense for the installation. The exception is if you have SPT do work inside your home to connect your devices – that will be an additional fee depending on your requirements.

Question 3: How many parcels must be part of the commitment to make this happen?

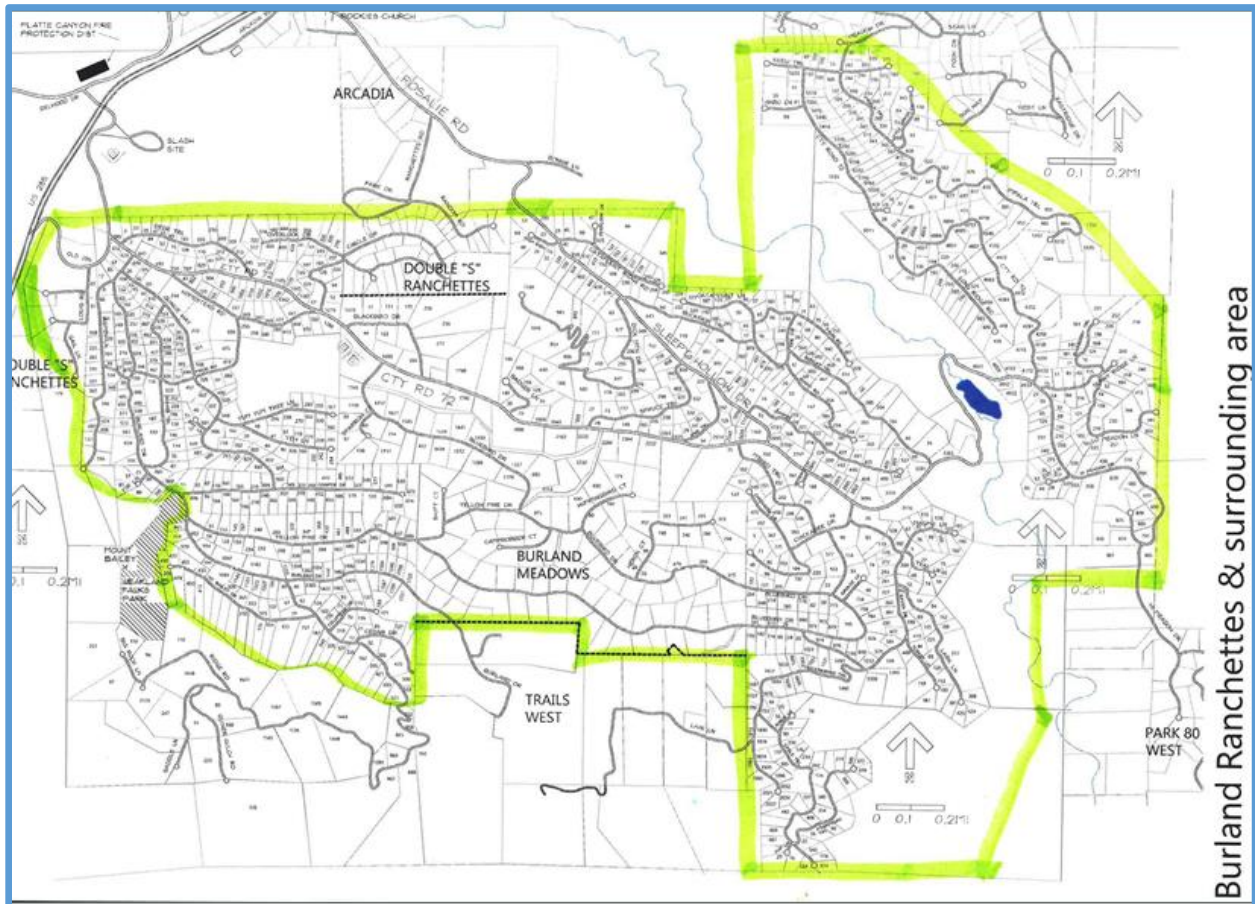
Answer: We need a minimum of 650 parcels to sign the commit form and pay the initial fee of \$500 (which can be paid in 2 equal payments of \$250 – 1 with the form and one upon the grant approval in 2020. We need the 650 commitments on or before December 15, 2019 to support the grant application process.

Question 4: Where can I find the Commitment Form for the broadband project?

Answer: The Commitment Form, the Proposed Pricing & Service Offerings and any additional information can be found on the Burland HOA Website. Here is the link to the Website:
<https://www.burlandhomeowners.org/broadband>

Question 5: Which areas of Burland Ranchettes are included in the planned project for Broadband?

Answer: The planned project for bringing broadband to the Burland Ranchettes neighborhood is based on the current boundaries for the subdivision. Here is the map of the planned broadband project area.



Question 6: My house is outside the current planned broadband area. Will I be included in this project.

Answer: Houses that are outside the planned broadband project area will need to be assessed by SPT on a case by case basis. The initial focus will be to deliver broadband to the current project area. SPT has committed to review properties outside the planned area for possible inclusion once the initial stage of installing the main lines has been completed. Please work with Keith Doubleday or Jim Glenn if you have a house outside the planned area and we will review that with SPT.

Question 7: I am only a part-time resident in Burland Ranchettes. Is there a way to have access for the months I am here?

Answer: Residents must sign up for a 3 or 5 year commitment as part of this project and must retain active service for the term of the agreement.

- Upon satisfying the initial agreement, residents may choose to disconnect their service during the off-season and reconnect upon their return; there is a \$50 activation fee to restore the service.
- Or a customer may choose to put the account on vacation at \$5 month with a \$10 fee to restore service upon their return to the dwelling.
- Currently, the majority of SPT's seasonal residents retain their connection year around to support their security and smart home devices.

Question 8: How will SPT install the Fiber broadband access?

Answer: SPT plans to use the existing power poles in the neighborhood to install the new fiber for the broadband internet. They will run dedicated lines from the main line to each participating house and install the required boxes to the outside of the house. Installation will follow the current method your utilities are installed today – some are wires from poles, some are wires on poles and then buried to the house, some are buried.

Question 9: Will adding broadband to my home increase my property value?

Answer: According to the Fiber to the Home Council in a recent Study Shows Home Values Up 3.1% with Access to Fiber. The full study can be found here: <https://www.fiberbroadband.org/blog/study-shows-home-values-up-3.1-with-access-to-fiber>

Question 10: Will the Fiber Broadband be able to offer telephone service as well as Internet?

Answer: Yes. South Park Telephone also offers telephone service through the fiber connection.

Question 11: Are there any data caps with the Internet plans from South Park telephone?

Answer: There are no data caps for the service.

Question 12: How many residents are there in Burland Ranchettes?

Answer: There are 1,387 parcels and 1,100 dwellings in Burland Ranchettes.

Question 13: How many residents have signed up so far?

Answer: We do not have a count yet of the folks that have sent the commit form and payment to South Park Telephone. We will be working with them to provide updated information. We would likely post this information on the Burland HOA Website.

Question 14: What is the timeline for this project?

Answer: Here is the estimated timeline to complete the Fiber to the Home (FTTH) project.

- South Park Telephone presented the results of the Feasibility & Engineering Study to the Burland HOA meeting on Saturday, October 12, 2019. DONE
- Obtain commitment and determine interest of Burland residents by requesting \$500 commitment to service fee from 50% of lot owners (650) by December 15, 2019.

- If 50% commitment is met, South Park Telephone will file the grant application for the January 15, 2020 grant cycle.
 - The grant is provided by Colorado Department of Regulatory Agencies (DORA). Here is a link to see more information: <https://www.colorado.gov/dora-broadband-fund>
- In most cases, the Colorado Broadband Board reviews and approves applications within 120 days of closing the grant cycle.
- If Grant is approved for Burland, estimated construction start date is Summer 2020 and completion date of late Summer 2022.

Question 15: Is there a fiber connection available in Bailey to connect with this project or does it need to be installed?

Answer: A Fiber connection was installed by Park County that terminates at the Bailey Library. This will be the connection point for this network build-out. Park County funded the installation of a fiber main line into Bailey. This line is called a carrier neutral line - meaning that any 3rd party can tap into this and provide local services. The Bailey Library is active on this main fiber line today as well as county offices. I believe there is a plan for adding the high school also.

Question 16: Why is SPT the only option? Are they going to own the lines? Would a better provider like CenturyLink be an option once the lines are installed?

Answer: There were about five companies that were contacted for broadband initiatives across the county, including CenturyLink. SPT was the only company interested to pursue this for Burland and has engaged actively in making this happen. I believe that SPT will own the lines in the neighborhood that they install. Not sure if there are regulatory requirements to share the network or not. CenturyLink specifically said they did not want to invest in an infrastructure build-out.