

ToW Rural Internet Grant Committee FAQ

Where does the grant come from?

The Broadband Expansion Grant Program is being provided by the Public Service Commission (PSC) of Wisconsin. The grant was first available in 2014 and this round is for the year 2019.

What does broadband mean?

The term broadband being used for this grant, is defined by both the FCC and the PSC of Wisconsin. Broadband means speeds of 25x3.

What does 25x3 mean?

Broadband or internet speeds are defined by download and upload speeds measured in Megabits per second (Mbps). So 25x3 means 25 Mbps download and 3 Mbps upload.

What is the difference between download and upload?

Download is the speed provided to pull data down from the internet to your device.

Having a higher speed for download helps when streaming TV like Netflix.

Upload is the speed provided to push data up to the internet from your device.

Having a higher speed for upload helps when backing up data to the cloud or using a VoIP phone.

What type of internet solution is being provided?

The solution will be a mix of Fixed Wireless and Fiber and the solution deployed in your area is solely dependent on the terrain and the density of homes. It is at the sole discretion of the provider taking costs in consideration. As it must pass the scrutiny of the body that reviews all applications.

Who will be the Internet Service Provider

The Town of Watertown selected Netwurx Internet, LLC.

Following the rules of the PSC of Wisconsin: Who may apply for a broadband grant?

A city, village, town or county that has entered into a partnership with an eligible organization or telecommunications utility may apply for a broadband grant.

Why was Netwurx selected?

There were multiple reasons why Netwurx was selected, here are a few:

- Meets all the requirements of the PSC of Wisconsin grant rules
- Has no Data Caps
- Provides a 30-day warranty
- Offers a No Contract option
- Already has a presence surrounding the Town of Watertown
- Provided a resource who committed to join the Town of Watertown Rural Internet Grant Committee

Is this like satellite where my signal is affected by rain and snow?

No. Netwurx is not like satellite where the signal must to go up into space.

Netwurx uses Fixed Wireless technology and the newer technology is not affected by rain or snow.

What is the contract terms?

Netwurx does offer a no contract option for both residential and business customers.

Is there a warranty?

Netwurx has a 30-day warranty from the date of installation for technical issues. If Netwurx cannot resolve the technical issue within the 30 days, they refund both the install and first month costs.

Are there any restrictions in getting internet access?

Yes, you must have Line-of-Site from your roof to one of the structures with a radio. This means if there is a hill in the way or a group of trees, access could be affected. Netwurx, for this area and grant, does have a potential relay solution that may resolve the issue. This type of solution requiring a specific build may require additional cost. In specific areas where there is a dense enough population, we are looking into a fiber solution.

I heard that if there is a tree(s) on my property I can't get internet, is this true?

This statement is *not always* true. Only if the tree(s) blocks direct Line-of-Site from your roof top to the structure with the Netwurx radio is the tree(s) an issue. Also, there are many cases where you may only need to cut down 1-2 trees in order to have access. It is up to each individual to determine how important having broadband internet to their home is.

Are there going to be limits or data caps on data like our cell providers and Hughesnet set?

No, Netwurx Internet does not have Data Caps for either residential or business customers.

This means:

- There is no monthly limit for internet data usage.
- Your speeds will not be “throttled down” (lowered) for using too much data.
- Your monthly costs will not go up due to hitting a cap (limit) per month.
- In other words, you'll never have to pay more per month for using too much internet.

What are the installation costs if any?

There will be installation costs for both the Fixed Wireless and Fiber solutions.

The costs below are standard installations for delivery of internet only.

Where a special solution is not required.

Residential Installs:

Fixed Wireless The cost will be \$99.95

Fiber-to-the-Door **This cost has yet to be determined.**

Business Installs:

Fixed Wireless The cost is \$195.99

DIA Fixed Wireless TBD on an individual case depending on equipment

Fiber Connected Building There is no cost for the internet installation portion.

Fiber Run to Company TBD on an individual case basis

I use Netwurx now, can I use my same equipment?

Yes and No. There are a few people in the town that already use Netwurx newer technology.

There are some people in the town that use older technology. Once all towers are upgraded and/or built to meet the broadband definition, some of those with the older technology may no longer have internet access. You will be required to upgrade your equipment or implement a special solution for internet.

This was the biggest dilemma for both the committee and Netwurx. The newer technology requires a more direct Line-of-Site than the older technology. It does not reflect off hills or penetrate trees. That is the trade-off of the newer technology with the much greater speeds and the reasons Netwurx has not

upgraded all their towers. Some people will be very happy, while others lose their internet or did not want to pay for the new upgrade costs or pay more monthly for their internet.

What are the speeds being provided?

There are multiple options available for both residential and business customers. The highest available options more than meet the definition of broadband.

Residential Options:

Essential Home 8x2.5

Perfect for 1 to 3 devices.

Standard resolution video like Netflix, Hulu, online gaming, and VOIP.

\$62.45/month

Enhanced Home 20x10

Perfect for 3 to 5 devices.

High Definition video, video conferencing, VOIP, movies, TV, online backups, simultaneous use.

\$84.95/month

Extreme Home 30x15

Perfect for 5+ devices.

High Definition video, video conferencing, VOIP, movies, TV, online backups, simultaneous use.

\$129.95/month

Business Options:

Due to the individual needs of each business, there are different methods for providing the internet resulting in different options, terms and services. Far too many to mention on this sheet.

- Standard business options start at 10x5 and ends at 30x15
- DIA business options start at asymmetrical 30x30 going up to 200x200
- Fixed Wireless DIA DR/BCP solutions for business that already have fiber can reach 1Gb.
- Fiber solutions potentially could go higher!

Will I benefit from the grant even if I don't use Netwurx for my internet?

Yes, here are results from various studies:

- **Access to the internet increases home values.** Door County showed an increase of \$11,815 to the value of a \$439,000 home when high-speed internet is available. UW-Whitewater
- **Fiber-optic connections can add \$5,437 to the price of a \$175,000 home.** University of Colorado and Carnegie Mellon University
- **An October 6, 2016 article entitled "Got Broadband? Prospective Buyers and Businesses in Rural Areas Want to Know"** cited the studies above and concluded: "internet availability and speed are becoming more important factors for both home buyers and businesses when choosing where to locate. In some markets, the *lack of internet availability and adequate speed is affecting home sales, property values and economic development opportunities.*"

What internet services will I gain with better service - ie faster internet, more data, streaming, phone services? (specify so they can quantify the benefit)

Depending on the speed options one selects, the available services one could implement and benefit from are:

- Accessing online Health Care systems
- Accessing Education Systems and Online Education Courses
- Standard Resolution streaming of TV and Movies: Netflix, Hulu, ESPN, Etc.
- High Definition streaming of TV and Movies: Netflix, Hulu, ESPN, Etc.
- Online Gaming
- Online backup of systems (to the cloud)
- Use on web (cloud) based solutions: Online Banking, Quickbooks, etc.
- Video Conferencing: Skype, WebEx, Gotomeeting, Etc
- *Work from Home Solutions
- *Phone solutions VoIP
- *Surveillance solutions

****VPN, VoIP and Surveillance are addon solutions and require additional equipment and costs outside the internet option price.***

How will I know if Netwurx can provide service for my property?

Netwurx has completed a study for every Town of Watertown address provided to them from the Town of Watertown address list. The date of the list was from September 16th, 2017. While the analysis is not 100% accurate, it is a solid indication of who most likely can be connected ***after the infrastructure is built and service is systematically rolled*** out and who may require a more special solution to obtain internet connectivity.