

Burland Broadband Project – FAQ’s

Keith Doubleday

August 2022

Question 1: When will I be able to get Fiber Internet access at my house?

Answer: Installation of the Optical Fiber internet is well under way here in Burland. The Highline (formerly South Park Telephone or Highline) teams have been making great progress on installing the main Fiber line that will serve our community with ultra-high speed internet services.

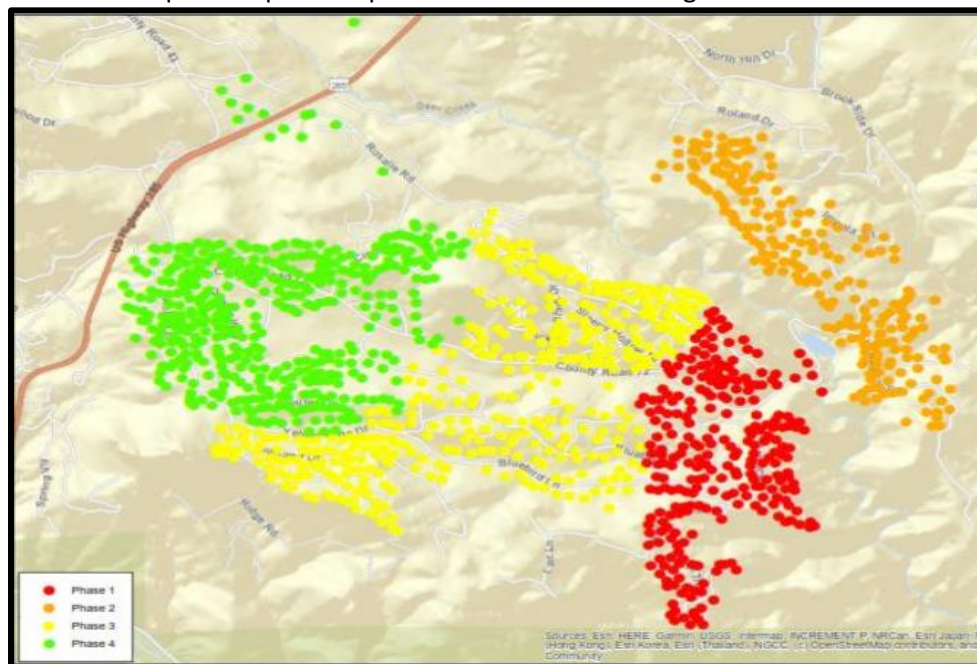
The Highline installation will provide service for 100% of the properties in the Burland Ranchettes neighborhood. The installation of these services will be completed in phases throughout the neighborhood based on the following estimated schedule:

- Phase 1: Estimated Start 11/15/21; Estimated Complete **10/31/22**
- Phase 2: Estimated Start 3/1/22; Estimated Complete **12/31/22**
- Phase 3: Estimated Start 6/1/22; Estimated Complete **10/31/22**
- Phase 4: Estimated Start 8/1/22; Estimated Complete **9/30/22**



Construction schedules are subject to change based on several factors – permitting, weather, etc.

Here is a map of the planned phases for our Burland neighborhood:



Question 2: What are the details for the monthly service plans – cost, download and upload speeds?

Answer: Highline has three (3) options for Highline Internet services available for the Burland project.

- A month-to-month offering, which has no commitment or contract.
- Two (2) longer term offerings with a contract
 - Three (3) year plan with a contract.
 - Five (5) year plan with a contract.

An installation fee of \$200 will be required.

Subscribers to the longer-term commitment offerings will see a reduction in their monthly costs **once there are 650 subscribers** for the Highline services. This reduction will happen immediately once the 650 subscribers is achieved.

- Subscribers for the 3-year plan will see a cost reduction of 10% for their monthly subscription.
- Subscribers for the 5-year plan will see a cost reduction of 15% for their monthly subscription.

As the number of subscribers grows, additional discounts for monthly services will apply. For example:

- *For the 3-year plan, discounts will increase to 15% for 750 subscribers and 20% for 850+ subscribers.*
- *For the 5-year plan, discounts will increase to 20% for 750 subscribers and 25% for 850+ subscribers.*

Month-to-month subscribers will not be eligible for the discounted pricing. However, you can convert from your month-to-month agreement to a longer-term agreement at any time.

Internet - Current Pricing – No Contract

Tier	Price
25 Mbps Download / 25 Mbps Upload	\$89.00
55 Mbps Download / 55 Mbps Upload	\$99.00
100 Mbps Download / 100 Mbps Upload	\$119.00
200 Mbps Download / 200 Mbps Upload	\$139.00
1 Gbps Download / 1 Gbps Upload (or 1,000Mbps)	\$149.00

Note: All SPT Internet tiers have NO DATA CAPS

Equipment

In most cases the fiber electronics are installed on the outside wall of the dwelling near the power meter, and then connected to a power supply within dwelling. Highline

provides this equipment as part of the installation with no additional charge. The electronics include a modem and a router – both Wi-Fi and Wired. The customer may choose to connect their computers via a wired or wireless connection.

Most customers, however, prefer to install a wireless router within the dwelling. Customers may either provide their own router or lease a router from Highline. The Highline router is recommended as it is compatible with the FTTH (Fiber to the Home) platform.

Question 3: How do I sign up for this service?

Answer: There are 2 ways to sign up for the service.

- Option 1: Call Highline, formerly South Park Telephone (Highline), and register for the service. You can reach Highline at (719) 837-6400. An installation fee of \$200 will be required. Contact Highline @ 719.837.6400 and reserve your FiberStream installation.
- Option 2: You can complete the registration process online at www.Highlinefast.com/signup. An installation fee of \$200 will be required.

Question 4: Where can I sign up for Fiber Internet services?

Answer: contact Highline and sign up for the service. You can find this sign-up page at www.highline.com/signup or call them at (719) 837-6400. The \$200 installation fee will be required during sign up.

Question 5: How much will the installation cost each property owner?

Answer: If you sign up for Highline services during the active construction schedule, the installation cost for each property is \$200. If you wait until the construction process is completed, the installation will likely cost substantially more as it will be based on the actual installation – which could cost as much as \$2,000.

The \$200 fee that you will pay when you contact Highline to sign up will be used to pay for this installation – so no additional out of pocket expense for the installation.

Should you choose to select optional services from Highline or have Highline do work inside your home to connect your devices will be subject to additional fees depending on your requirements.

Question 6: How does the Internet service provided by Highline compare with other providers?

Answer: There are a few Internet Service Providers (ISP's) providing services within parts of the Burland neighborhood. The most common ones are Rise Broadband and Neteo. Also providing services are CenturyLink, Hughes and Dish networks. There may

be additional companies providing services or rebranding other services that I may have missed.

I have put together a quick comparison between the services offered by Highline and those available from Rise Broadband and Neteo (based on the information on their respective websites). This information is provided below for your reference.

	Primary Internet Service Providers											
	Rise Broadband				Neteo			South Park telephone (SPT)				
Download Speed	25Mbps	50Mbps	25 Mbps	50 Mbps	25 Mbps	35 Mbps	50 Mbps	25 Mbps	55 Mbps	100 Mbps	200 Mbps	1,000 Mbps
Upload Speed	Not Specified	Not Specified	Not Specified	Not Specified	5 Mbps	5 Mbps	5 Mbps	25 Mbps	55 Mbps	100 Mbps	200 Mbps	1,000 Mbps
Any Data Caps	250GB	250GB	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Phone Service	\$24.95	\$24.95	\$24.95	\$24.95	\$20.00	\$20.00	\$20.00	\$29.00	\$29.00	\$29.00	\$29.00	\$29.00
Special Offer Monthly Price	\$35.00	\$45.00	\$55.00	\$65.00								
Regular Monthly Price	\$45.00	\$55.00	\$65.00	\$75.00	\$70.00	\$90.00	\$110.00	\$89.00	\$99.00	\$119.00	\$139.00	\$149.00
Installation Fee	\$149.00	\$149.00	\$149.00	\$149.00	Variable	Variable	Variable	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00

Mbps = Mega-bits per second

SPT can be delivered to every house in Burland and Roland Valley. The other services may have coverage limitations and speed challenges in some areas of the neighborhood.

Rise Broadband and Neteo regulate access based on their respective Fair Use Policies.

Question 7: Are there any data caps with the Internet plans from Highline?

Answer: There are no data caps for the service.

Question 8: Will the Fiber Broadband be able to offer telephone service as well as Internet?

Answer: Yes. Highline offers a digital telephone service using a Voice over Internet Protocol (VoIP) platform that is compatible with alarm and monitoring systems. Customers may retain their current telephone number and transfer the same number to Highline. The voice service includes the following calling features: caller id, call waiting, voicemail, 3-way calling, call forwarding, busy call forward, and many more, plus:

- Unlimited local calling
- Unlimited domestic long distance
- 9-1-1 Emergency calling

Highline's Special Burland Price is \$29.00/month.

A back-up battery, good for up to 8 hours of protection in the event of a power outage, is included in the initial installation at no charge. Customer may choose to purchase a larger battery from Highline at the time of installation, good for up to 24 hours

protection, for \$149.95. In the event the initial battery fails, customers may purchase a replacement battery from Highline at the following rates:

- 8-hr battery and installation (including disposal of old battery) for \$75.00
- 8-hr battery only for \$40.00
- 24-hr battery and installation (including disposal of old battery) for \$175.00
- 24-hr battery only for \$149.95

Alternatively, customers may purchase their own battery from another source and arrange for installation themselves.

Question 9: Does the Affordable Connectivity Program (ACP) apply to Highline Fiber Internet?

Answer: Yes, the Internet services provided by Highline do qualify for this program. Here are some of the qualification details as provided by the U.S. Government. You can find more detailed information by selecting this link – <https://www.affordableconnectivity.gov/do-i-qualify/>.

Highline provides more information on the Affordable Connectivity Program on their website at the following link: <https://highlinefast.com/affordable-connectivity-program>

Here are the ways your household can qualify for the Affordable Connectivity Program (ACP):

- Based on your [household](#) income
- If you or your child or dependent participate in certain government assistance programs such as SNAP, Medicaid, WIC, or [other programs](#)
- If you or anyone in your household already receives a Lifeline benefit

Note: You may qualify for the ACP through a participating provider's existing low-income program. Visit the ACP [How to Apply](#) page to learn more.

Based on Your Income, you are eligible for the ACP if your income is 200% or less than the Federal Poverty Guidelines (see the table below). The guideline is based on your household size and state.

The table below reflects the income limit by household size, which is 200% of the 2022 Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$27,180	\$33,980	\$31,260
2	\$36,620	\$45,780	\$42,120
3	\$46,060	\$57,580	\$52,980
4	\$55,500	\$69,380	\$63,840

5	\$64,940	\$81,180	\$74,700
6	\$74,380	\$92,980	\$85,560
7	\$83,820	\$104,780	\$96,420
8	\$93,260	\$116,580	\$107,280
For each additional person, add:	\$9,440	\$11,800	\$10,860

You may have to show proof of income, like a tax return or three consecutive pays stubs, when you apply for the ACP.

If You Participate in Certain Government Assistance Programs Such As SNAP, Medicaid, WIC, or Other Programs

Federal Assistance Programs

You are eligible for the ACP if you (or someone in your household) participate in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools
- Received a Federal Pell Grant in the current award year

You may need to show a card, letter, or official document as [proof that you participate](#) in one of these programs when you apply for the ACP.

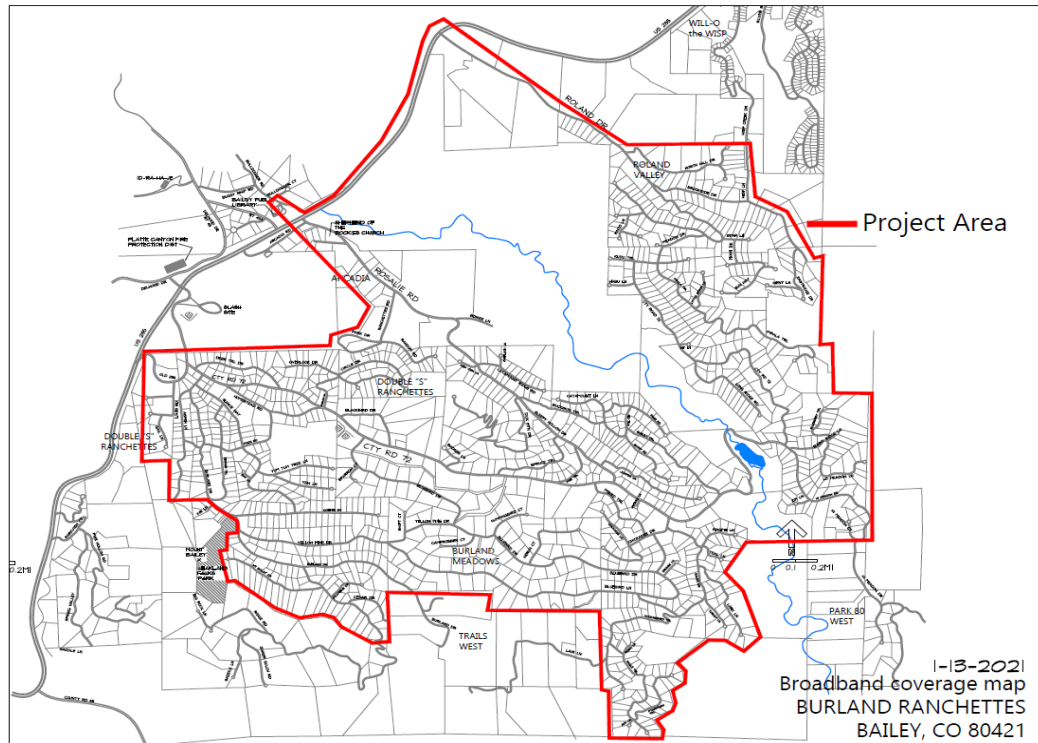
Tribal Assistance Programs

If you live on qualifying Tribal lands, you are eligible for the ACP if your household income is at or below 200% of the Federal Poverty Guidelines, or if you (or someone in your household) participate in:

- Any of the federal assistance programs listed above
- Bureau of Indian Affairs General Assistance
- Head Start (only households meeting the income qualifying standard)
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations

Question 10: Which areas of Burland are included in the planned project for Broadband?

Answer: The High-Speed Internet project will bring broadband to the Burland neighborhood and includes Burland Ranchettes, Burland Meadows, and portions of Trails West, Double “S” Ranchettes and Roland Valley. Here is the map of the planned broadband project area.

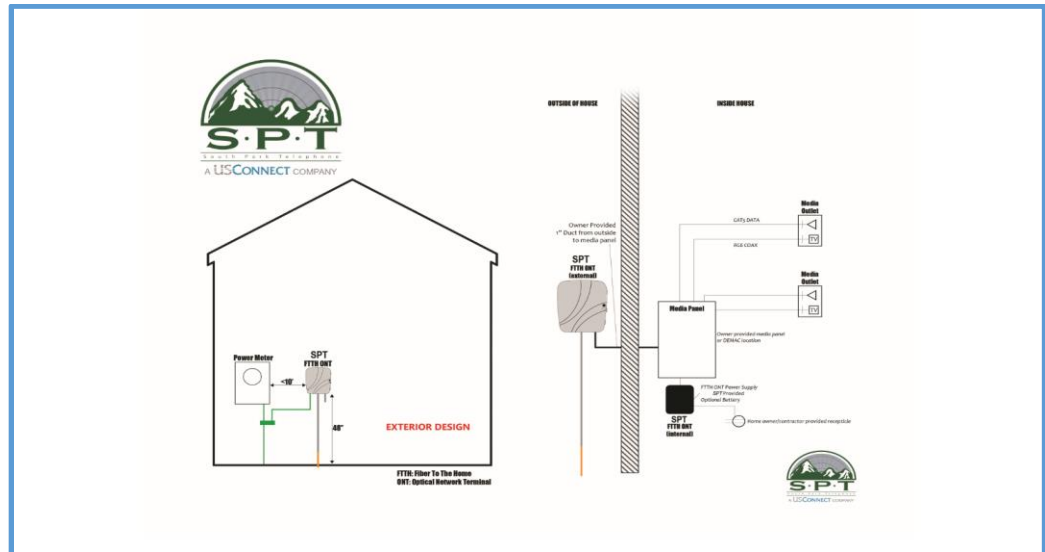


Additionally, you can find a list of addresses and the construction phase that they are included in on the Burland website.

Question 11: How will this be installed at my house?

Answer: The installation at each residence will be similar to the following drawing. Highline will provide residents with approximately 72 hours notice before beginning work on your property.

Any lines buried on your property will be 12-18 inches deep. All lines will be mapped in the 811 system (call before you dig).



Question 12: How will Highline install the Fiber broadband access?

Answer: Highline is planning to use buried cable for approximately 70% of the installation, but due to layout of the land, 30% will be completed on Core utility poles.

Question 13: Will adding broadband to my home increase my property value?

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

Question 14: 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 main fiber 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, Park County offices and the Platte Canyon schools are active on this main fiber line.

Question 15: Why is Highline the only option? Are they going to own the lines? Would a provider like CenturyLink be an option once the lines are installed?

Answer: There were about several companies that were contacted for broadband initiatives across the county, including CenturyLink, Neteo, and Rise Broadband. Highline was the only company interested to pursue this for Burland and has engaged actively in making this happen.

Highline 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 in Burland.

Question 16: How many residents are there in Burland Ranchettes?

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

Question 17: 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 Highline on a case-by-case basis. The initial focus will be to deliver broadband to the current project area. Highline 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 contact Highline at (719) 837-6400 if you have a house outside the planned area.

Question 18: Once the construction project is completed, what will be done to any roads and/or driveways that have been dug up?

Answer: The dirt roads and driveways are backfilled and tamped to original grade or better. The asphalt roads are backfilled and a temporary recycled asphalt patch is placed based on the requirements from Park County. Next year, Park County will permanently repair the roads at Highline's expense. Private asphalt driveways should not be disturbed.

Question 19: How will Highline support the services and installations?

Answer: The Highline Customer Service Center is local in Colorado. Highline has the ability to do remote troubleshooting of any issues subscribers may have.

In addition, Highline will be adding support teams in the Bailey area to provide on-site support as needed to support the residents. Additional expansion in the local area is planned based on the Burland project as well as other projects in the local area, such as Staunton.