



City of Wildwood

Rural Internet Access Committee (RIAC)

Agenda for the

Thursday, January 5, 2017 Meeting

7:00 p.m. to 8:30 p.m.

City Hall ~ COMMUNITY ROOM

16860 Main Street, Wildwood, Missouri 63040

1. Welcome And Roll Call By Chair Kallaus
2. Approval Of Minutes From The Meeting Of October 6, 2016

Documents:

[II. DRAFT MINUTES 10-6-2016.PDF](#)

3. Updates And Discussion Of Coverage And Service Rollouts To Rural Areas By Bays ET And Wisper ISP
 - 3.I. St. Louis County Emergency Communication Commission Facilities
 - 3.II. Update On Bays ET's Network – South Half Of The City
 - 3.II.i. Update On Four (4) Repeater Sites
 - 3.III. Update On Wisper ISP's Network – North Half Of The City
 - 3.IV. Other Options For Expanded And Improved Service
4. Discussion Of Survey Of Residents Within Rural Internet Service Area

Documents:

[IV. DRAFT 2017 SURVEY QUESTIONS \(1\).PDF](#)
[IV. PREVIOUS SURVEY SENT IN 2008 \(2\).PDF](#)
[IV. RIAC PUBLIC MAILER - 2009 \(3\).PDF](#)

5. Other Items For Consideration
6. Public Comments
7. Closing Remarks And Adjournment

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Rural Internet Access Committee

Minutes from the Meeting of
Thursday, October 6, 2016

I. Welcome by Chair Kallaus and Introductions/Roll Call of Committee Members

The meeting was called to order by Chair Kallaus, at 7:00 p.m., in the Wildwood City Hall Community Room. Introductions of the Committee Members were completed and the following individuals were in attendance:

Committee Members:

Rick Kallaus
Debbie Trunko
David Sewell
Cheryl Jordan

Council Member Liaisons:

Greg Alexander

City Staff:

Director of Planning and Parks Joe Vujnich and Assistant Director of Planning and Parks Kathy Arnett

Wireless Providers:

Chris Bay – Bays ET; Nathan Stooke - Wisper ISP; and Caleb Marsh - Wisper ISP

II. Overview of Tonight's Agenda Items

Chair Kallaus reviewed the Committee's agenda for tonight's meeting.

III. Updates and Discussion of Coverage and Service Rollouts to Rural Areas by **Bays ET** and **Wisper ISP**

a. St. Louis County Emergency Communication Commission Facilities

Director of Planning and Parks Vujnich provided an update on the St. Louis County towers, noting that an agreement between the County and the City was approved by City Council a few weeks ago. At their upcoming meeting, the City Council is scheduled to review two (2) subagreements for the service providers. Engineering plans are being drafted and will be provided to St. Louis County for its review within the next couple of weeks.

b. Update on Bays ET's Network – South Half of the City

Chris Bay, with Bays ET Wireless, provided a handout (see attached) and noted his company will use the location on the St. Louis County tower to provide additional capacity. The four (4) proposed repeater poles will help the network reach some previously unserved pockets. Additionally, Bays-ET has started to pick up leads east of State Route 109. His company has been upgrading all of its equipment and will be changing its speeds and prices for customers in early 2017. The current customer count is at 325.

l. Proposal from Bays ET for Four (4) Repeater Sites

The location of four (4) repeater poles, which will increase service to several underserved/unserved areas, as well as provide improved service to existing customers, was discussed. These poles will be located in areas around: Fox Creek Road, Melrose Road, Woodland Meadows Drive, and Vixen Drive. The Committee is being asked to provide a recommendation to the City Council, on these poles for the upcoming meeting on October 10, 2016.

Discussion was then held regarding the following: the cost of the four (4) repeater poles (\$15,800) and how much money is in the budget this year (still \$44,000), which will be sufficient to cover the proposed work left for 2016; the budgeted amount for next year (\$50,000 proposed); and the preferred installer of poles (Tim Reinhold, dba Tim Reinhold Enterprises or TRE), who was selected after a competitive bidding process.

Motion was made by Committee Member Trunko, seconded by Chair Kallaus, to recommend approval to the City Council on the contract with TRE for the installation of the four (4) repeater poles. A voice vote was taken, with no opposition, and the motion was declared approved.

c. Update on Wisper ISP's Network – North Half of the City

Nathan Stooke, with Wisper ISP, provided a handout (see attached) and then noted the colocation on the Babler Park tower will allow his company to bring in a large connection and will increase capacity, in addition to providing the ability to disperse bandwidth more efficiently. With the connection this new addition will provide, Wisper ISP should be able to increase its customer base by sixty (60) homes. He noted that, once the tower is online, they'll need approximately four (4) weeks to complete the installation work on it. He also noted their current number of Wildwood customers is 105.

Mr. Stooke also noted they no longer are requesting the City assist with the funding of the tower equipment, but instead there are some infrastructure items they would appreciate assistance from the City. These items include fencing and some associated improvements. Mr. Vujnich noted this request is

more in-line with how it has assisted throughout this process. The City cannot allocate funds for the providers' equipment, but can pay for infrastructure, which the City then owns. Mr. Walsh will send over the infrastructure requirements for the space and the estimated costs.

A motion was made by Committee Member Sewell, seconded by Committee Member Jordan, to endorse the City paying for the fencing and other infrastructure, contingent on the cost being reasonable. A voice vote was taken, with no opposition, and the motion was declared approved.

d. Other Options for Expanded and Improved Service

Discussion by the Committee included the following:

- The desire of the members to complete a study to determine how many residents still need service. There may be difficulties in obtaining information on service areas from AT&T and Charter, but both Bays-ET and Wisper ISP offered their assistance in reaching out to these companies for information. The Committee Members noted a direct mail postcard to the original 1,200 homes that were unserved may be the best way to obtain this information. The following items were discussed as potential questions on the postcard:
 - Do you have high-speed, no data limits, internet access?
 - If not, how do you get internet? Cellular, satellite, etc.
 - If you have broadband, what are your speeds?
 - How much would you pay for this service?
- Department staff noted they would attempt to find the previous postcard used in the last similar survey, so the Committee could use it as a starting point.

IV. Other Items for Consideration

Discussion was held regarding the definitions of 'unserved' and 'underserved,' which are:

Unserved: where the only options for internet are limited to dial-up or a cellular provider, with escalating payment plans and data limits.

Underserved: includes those locations where options are the same as unserved, but also include satellite or AT&T DSL, both of which are known for poor reliability, high cost, and data latency.

The Committee determined these definitions are still relevant.

V. Public Comments

A gentleman questioned the reason why AT&T did not proceed with the tower in the northwest corner of Ward 1? It was noted that, after AT&T purchased DirecTV, it abandoned many in-progress cellular projects. It was also noted the City could not take advantage of the partial infrastructure they had built, because it is located on private

property.

Susan Fine, 3915 Tamara Trail, noted her service is spotty, and since she runs a business from her home it is frustrating. She questioned why there is not after-hours customer service; if there are any federal grants for funding rural internet service; and if a repeater could be placed on her home to improve service. Mr. Bay noted that his customer service line is staffed from 7:00 a.m. to 1:00 a.m. and has been for over a year. Committee Member Sewell provided the history of the City's application for a federal grant for internet service, which was denied due to other locations having greater financial need and our area not qualifying as rural, according to the federal definition. The Committee also explained that a repeater is not installed at the location needing service, but instead at an interim site, so it can be projected into an unserved area.

Joseph Kablan, 19220 Melrose Road, questioned what internet will be like in this area in ten (10) years. The service providers both noted that it is difficult to predict that far into the future of technology, but they would expect service to be at least 100MB to the home, or higher. They also noted that line-of-sight technology are faster services and are advancing at a faster rate than non-line-of-sight technologies.

Bill Young, 19274 White Oak Valley Road, questioned what type of coverage will be provided in his area, when the colocation on the Babler Park tower is complete. Mr. Stooke noted that homes in his area should have coverage from this tower, especially the sites along the ridge, like Mr. Young's. A repeater pole may be necessary to reach the lowest topographical areas in the vicinity, but the entire area from Ossenfort to Centaur Roads should get service. Mr. Young also asked if any investigation of TV white space technology has been considered. Both Mr. Stooke and Mr. Bay noted this technology is too expensive and will not likely be deployed in the U.S. due to the extensive amount of rules that prohibit its use.

Rob Rambaud, 18400 Bebe's Valley Lane, noted he was in attendance to provide positive feedback. He noted Bays ET has gone above and beyond to provide an excellent quality service to his home.

Chris Sauer, 9 Deer Field Ridge Road, also questioned if the Babler Park tower colocation would service his neighborhood. Mr. Stooke noted that, yes, they will now be able to get service, but a repeater tower may be needed on the ridgetop to attain coverage of the entire subdivision.

Discussion was then held among the Committee Members regarding the following: the possibility of the service providers including a 'super premium' package for those users that need a VPN connection for work; the desire for Wisper ISP and Bays ET to provide locations where repeater poles would be needed to serve underserved/unserved areas, once the colocations on the St. Louis County towers have been completed; and the best schedule for the Committee Members to meet (consensus was reached on the first Thursday of the month).

VI. Summation of Meeting and Concluding Remarks by Chair Kallaus

Chair Kallaus noted the next possible meeting date and time would be Thursday, November 3rd, at 7:00 p.m.

VII. Adjournment by Chair Kallaus

A motion was made by Committee Member Trunko, seconded by Committee Member Jordan, to adjourn the meeting. A voice vote was taken on the motion to adjourn, with a unanimous result. There being no further business, the meeting was adjourned by Chair Kallaus at 8:50 p.m.

Rural Internet Access Survey



RETURNING YOUR SURVEY - There are four (4) ways you can return this survey:

1. Mail your survey back to Wildwood City Hall using the prepaid stamp. Please make sure the document is folded in half and sealed with tape.
2. E-mail your responses to kathy@cityofwildwood.com. (You can provide a scanned version or type the question numbers and your responses).
3. Bring the completed form in person to City Hall - 16860 Main Street, 63040.
4. Complete the form on the City's Website at: www.cityofwildwood.com/RIACsurvey.

**Please return the surveys no later than March 3, 2017.
Thank you again for your participation!**



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Department of Planning
16860 Main Street
Wildwood, Missouri 63040
Phone: (636) 458-0440
www.cityofwildwood.com

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US POSTAGE
PAID
ST. LOUIS, MO
PERMIT NO. 3882

City of Wildwood
Attention: Rural Internet Access Survey
16860 Main Street
Wildwood, Missouri 63040

~ 2017 Rural Internet Survey ~

You have been selected to participate in a survey about high-speed internet access service in your area of Wildwood. Please complete the questionnaire and then simply follow the directions located on the opposite side of the survey form. This information will assist the City in determining the community's needs in this regard. Your participation is very much appreciated!

1. Do you have high-speed, no data limits, internet access at your home?
 - a. Yes
 - b. No
2. At your home, what provider are you currently using for internet access?
 - a. AT&T
 - b. Charter Communications
 - c. Bays-ET
 - d. Wisper ISP
 - e. Satellite_____ (Company)
 - f. Cellular Wireless Card_____ (Company)
 - g. Dial-up
 - h. Other_____
 - i. None
3. What are your current download speeds?
 - a. >20 Mbps
 - b. 15-20 Mbps
 - c. 10-15 Mbps
 - d. 5-10 Mbps
 - e. 3-5 Mbps
 - f. 1-2 Mbps
 - g. <1 Mbps
4. What are your current upload speeds?
 - a. >10 Mbps
 - b. 8-10 Mbps
 - c. 5-8 Mbps
 - d. 3-5 Mbps
 - e. 2-3 Mbps
 - f. 1-2 Mbps
 - g. <1 Mbps
5. What is the maximum amount you are willing to pay for high-speed internet access, if a better option is available?
 - a. Less than \$20.00
 - b. \$20.01-40.00
 - c. \$40.01-60.00
 - d. \$60.01-80.00
 - e. \$80.01-\$100.00
 - f. More than \$100.00
 - g. Other_____
6. How would you define your need for access to high-speed internet in the City?
 - a. There is a great need
 - b. There is some need
 - c. There is little need
 - d. There is no need
 - e. Unsure
7. Do you receive cell phone service at your home?
 - a. Yes
 - b. No
 - c. Provider_____

Additional Comments:

In order to better help us determine where the greatest need for high-speed internet access service exists in the City, please complete the information below:

Name: _____

Address: _____

Zip Code: _____

Telephone Number: (_____) _____

This contact information will not be shared with any other entity, and only used by the City of Wildwood for internet discussions.

If you would like to receive updates regarding the City's efforts relating to providing greater options to the underserved areas of Wildwood, please provide your e-mail address:

E-mail Address: _____

RURAL INTERNET ACCESS

Options and Outlook



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RETURNING YOUR SURVEY - There are five (5) ways you can return your survey:

1. Mail your survey back to Wildwood City Hall using the prepaid stamp. Please make sure the document is folded in half and sealed in some manner.
2. E-mail your responses to joanna@cityofwildwood.com. (You can provide a scanned version or type the question numbers and your responses).
3. Bring the completed form in person to City Hall - 16962 Manchester Road.
4. Fax your responses to (636) 458-6969 (Attention RIAC).
5. Complete the form on the City's Website at: <https://www.cityofwildwood.com/egov/apps/action/center.egov>. You must enter the following code: RIAC-2008

Please return the surveys no later than November 10, 2008.

Thank you for your participation!



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Department of Planning

16962 Manchester Road
Wildwood, Missouri 63040
Phone: (636) 458-0440
www.cityofwildwood.com

PRSRT STD
US POSTAGE
PAID
ST. LOUIS, MO
PERMIT NO. 3882

City of Wildwood
Attention: Rural Internet Access Survey
16962 Manchester Road
Wildwood, Missouri 63040

Survey Questions

You have been selected to participate in a survey about high speed internet access in your area of Wildwood. Please complete the questionnaire and follow the directions located on the opposite side of the survey form. This information will assist the City in determining the community's needs in this regard. Your participation is very much appreciated!

1. Is broadband service available in your area (i.e. AT&T DSL or Charter Communications)?
 - a. Yes
 - b. No
2. At your home, what provider are you currently using for internet access?
 - a. AT&T DSL
 - b. Charter Communications
 - c. Satellite_____ (Company)
 - d. Cellular Wireless Card_____ (Company)
 - e. Dial-up
 - f. Other_____
 - g. None
3. Are you satisfied with the speed of this internet service?
 - a. Yes
 - b. No
 - c. Other_____
4. Are you satisfied with the cost of this internet service, when factors such as speed, latency, service delivery, and support are considered?
 - a. Yes
 - b. No
 - c. Other_____
5. How long have you had this service?
_____ months _____ years
6. How much do you pay monthly for this service?
 - a. Less than \$20.00
 - b. \$20.01-40.00
 - c. \$40.01-60.00
 - d. \$60.01-80.00
 - e. More than \$80.00
 - f. Other_____
7. What is the maximum amount you are willing to pay for high-speed internet access ?
 - a. Less than \$20.00
 - b. \$20.01-40.00
 - c. \$40.01-60.00
 - d. \$60.01-80.00
 - e. More than \$80.00
 - f. Other_____
8. Would you be willing to enter into an agreement with another company, given your current service?
 - a. Yes
 - b. No
 - c. Other_____
9. What priority level should the City Council place upon funding high speed internet access in its budget considerations ?
 - a. High Priority
 - b. Medium Priority
 - c. Low Priority
 - d. Not a Priority
 - e. Unsure
10. How would you define your need for access to high speed internet in the City?
 - a. There is a great need
 - b. There is some need
 - c. There is little need
 - d. There is no need
 - e. Unsure
11. Do you receive cell phone service at your home?
 - a. Yes
 - b. No
 - c. Provider_____

Additional Comments:

In order to better help us determine who has the greatest need for internet access and to receive updates regarding the City's efforts relating to providing greater options to the underserved areas of Wildwood, please fill out the information below:

Name: _____

Address: _____

Telephone Number: (_____) _____

E-mail Address: _____

Ward: _____



Department of Planning
 16962 Manchester Road
 Wildwood, Missouri 63040
 Phone: (636) 458-0440
www.cityofwildwood.com



RURAL INTERNET ACCESS

Options and Outlook



Letter from Mayor Woerther

Dear Wildwood Residents:

Over the past several years, the City Council has been working on resolving the issue of broadband internet access for the City's more rural areas. These efforts have focused on delivering a company that could provide wireless internet access, at acceptable speeds and costs, to all residents in these areas that had been defined as receiving poor or very limited service. Although two (2) companies were identified and contracts created, neither have been able to address the issue to a scale large enough to provide the level and extent of service sought by all parties. Therefore, the City Council formed a committee of residents to review possible options that may be more feasible, select those options that have the highest probability of improving service, and provide recommendations to the City Council for their implementation.

This committee has met with every major provider of broadband internet access services in the St. Louis Metropolitan Area over the course of the last few months to determine their plans for these underserved areas of the City and encouraged increased service to them. For the most part, factors continue to preclude the delivery of these services by traditional providers to the rural areas of Wildwood, but other opportunities exist, and are being explored. To date, the City Council is seeking to expand wireless service to these underserved areas through a potential agreement with Network 1 Communications and Access US, promote an expanded system of towers in portions of Wildwood for telecommunications providers to increase voice and data capabilities, and encourage the installation of fiber optic and other upgrades to the current infrastructure owned by the traditional land line providers to fill in gaps that exist between current coverage areas. Despite what appears to be protracted timelines associated with these efforts, the overall sentiment among participants in this process is that progress will eventually happen in improving this essential service.

Given this situation, the committee has developed this flyer to provide current residents with some immediate options for improved services, while these aforementioned opportunities are explored and implemented. It is the commitment of the City, and its elected and appointed officials, to improve service and provide a level of internet access commensurate with the needs of its users - the residents of Wildwood.

Sincerely,

What is the Rural Internet Access Committee?

The Rural Internet Access Committee (RIAC) was formed by the Wildwood City Council in October 2007. This committee consists of four (4) residents and three (3) City Council members. Each of the members were chosen due to their experience or expertise in the area of communications and the internet. This volunteer committee was established by the City Council to accomplish the following: **analyze the issue of broadband (high-speed) internet access to the rural areas of Wildwood; determine feasible options to improve existing service; and identify and promote potential solutions for future adoption.** These goals are critical to bringing broadband internet access to areas of the City that are currently underserved or not served to a level that is acceptable relative to today's information rich worldwide web.

The Committee began its meeting process in December 2007. The members are: Greg Alexander, Richard Henrick, Richard Kallaus, and Robert Kurtz. City Council liaisons include: Bart Cohn and David Sewell. Timothy Woerther formally served as a liaison, before the April 8th election, whereas he became Mayor of the City.

Elected Officials and City Staff

MAYOR

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 636-458-3729
twoerther@cityofwildwood.com

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WARD 5

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Nick Roppolo
 636-273-9347
nroppolo@gmail.com

WARD 6

Ronald W. James
 636-458-3933
rwjames456@aol.com

David Sewell
 314-707-6489
davidsewell@level5group.com

WARD 7

Bruce Colella
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bcolella@cityofwildwood.com

Robert Porter
 636-405-1745
rporter@cityofwildwood.com

WARD 8

Holly Ferris
 636-273-5470
hollystlouis@charter.net

Michele R. Bauer
 636-458-3336
mbauer@cityofwildwood.com

RIAC CITY STAFF LIASONS

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 City Administrator
daniel@cityofwildwood.com

Joe Vujnich
 Director of Planning and Parks
joe@cityofwildwood.com

Joanna Browning
 Senior Planner
joanna@cityofwildwood.com

Ted Barklage
 Planning Technician
ted@cityofwildwood.com

What Can I Do Now?

One (1) of the first efforts of this Committee was to identify the range of options for the provision of access (at useable speeds) to underserved areas of the City, given the amount of information, data, and pictures that exists on the internet today. Along with this identification process, the Committee members established priorities for their implementation, which included short, intermediate, and long-term timeframes. Those options identified as short-term were believed by the Committee to provide some relief to current service deficiencies, but would not offer appropriate long-term solutions for the foreseeable future. Additionally, these short-term options had to be readily available to residents of Wildwood and reasonably appropriate for a large portion of them to benefit from it, if used.

The options that were identified by this Committee as short-term types are again intended to bridge the current service shortages and problems with broadband internet access to portions of the City, while a more comprehensive solutions are developed. Acknowledging certain shortfalls, the Committee identified the following four (4) options:

Improve your dial-up speed — Broadband via Cellular — Broadband via Satellite — ISDN

1. Improve Your Dial-Up Speed

If a dial-up connection remains your only current option, it is important to know that certain factors can slow down your speed. Consider the following and consult with your internet service provider to understand what suggestions they may have to help you get more out of your dial-up connection.

Reduce Line Noise - Static on your telephone line affects the communication speed of your modem by interfering with the data being transmitted between your internet service provider and computer. This situation can significantly slow down or even disrupt the file transfer process. Please contact your telephone provider to assist you in minimizing line noise.

Update the Access Number You Dial - Consult your internet service provider to confirm that you are using the most current and best suited access numbers to connect to the internet. Please be advised that you will incur charges on your telephone bill, if you select an access number that is a long distance call or not covered by your local calling plan. Please check with your local telephone company to determine whether the access numbers you select are local for your plan. Remember, members of certain plans may be charged an hourly rate for dial-up connections.

Other Suggestions - To get the most out of your connection, it is important to maintain the highest possible performance from your computer, modem, and other components involved in getting you connected to the internet — such as closing unnecessary applications, removing viruses and spyware, and upgrading your modem software (modem drivers).

2. Broadband via Cellular

Broadband via cellular is the ability to have broadband internet access via a cellular telephone connection. Many people in the rural areas of Wildwood have found this service to be a viable option for broadband internet access. Broadband via cellular requires the ability to receive a cellular signal at your home via a provider. There are a number of service providers that cover almost the entire City. To receive Broadband via cellular, an additional Broadband PC card must be obtained from your cellular provider and installed into your computer, as well as a contract with your cellular provider for this service. For additional details on Broadband via cellular and, to determine if it is accessible from your home, contact cellular providers offering this service. *The following providers participated in the Rural Internet Access Committee's discussion regarding this issue: Verizon Wireless (www.verizonwireless.com), AT&T Wireless (www.wireless.att.com), Sprint (www.sprint.com), and Cricket Wireless (www.mycricket.com). Please note that other providers may also offer service in your area.*

3. Broadband via Satellite

Satellite internet is the ability to receive broadband internet via a satellite dish. As with Broadband via cellular, many people in the rural areas of Wildwood have found this service to be a viable option. Satellite requires unobstructed view to the southwest sky in order to face the dish towards the source providing the broadband services. To receive Broadband via satellite, you must have a satellite and receiver system that is provided by one of these types of providers. Satellite broadband does have some limitations in that it tends to be slow with Virtual Private Networks (VPN) and often will not support VPN. For more details on Broadband via satellite, contact providers offering this service.

4. Integrated Services Digital Network (ISDN)

ISDN stands for Integrated Services Digital Network, which is a technology that has been around since the late 1980's. It is a technology that utilizes existing copper telephone lines and can achieve a consistent 128 Kbits/second speed for both uploads and downloads. While it does not achieve broadband speeds, it is consistent and reliable. For residents who cannot receive a broadband cellular signal or satellite signal, it is a viable option. ISDN can be obtained via your local telephone company, so contact them for more details.

Although these options don't necessarily approach the speed and level of service provided by more traditional sources, like cable or DSL, combined they may offer some relief to those areas of Wildwood currently lacking appropriate levels of internet service to their homes and businesses.

What are the Promising Options?

Network 1 Communications

Network 1 Communications currently has agreements in place with cities such as O'Fallon, Chesterfield, Crestwood, and Ballwin. The Committee has met numerous times with representatives of Network 1 Communications regarding the feasibility of providing wireless high speed internet service to the City of Wildwood. However, given the characteristics of the City (i.e. size, topography, tree canopy, and population density), the execution of this technology is challenging. To date, pilot locations have been selected and Network 1 Communications engineers are reviewing the factors that must exist for this technology to be implemented in the City. Information regarding this service can be obtained by contacting Network 1 Communications at (636) 614-1364 or www.network1communications.com.

Access US

In addition to working with Network 1 Communications regarding possible wireless options for high speed internet access, the City is also working with Access US on this type of service. However, until agreements are made with the City (if approved) and infrastructure is put in place, Access US currently provides a high-speed internet connection called *iDSL*. *iDSL* uses existing telephone lines and delivers speeds approaching that of DSL. Information regarding this service can be obtained by contacting Access US at (314) 655-7700 or www.accessus.net. Please note this type of service is not currently available to all locations within the City, but primarily to areas that are in close proximity to AT&T DSL facilities.

AT&T High Speed Internet (in conjunction with incoming U-Verse service)

Another new technology that was discussed during the Committee's review was AT&T's U-Verse Service. AT&T is planning on installing Video Ready Access Devices (VRAD) in certain areas of the City that will not only provide video (TV) service, but also high speed internet. Unfortunately, the majority of this new equipment is to be placed on the east side of State Route 109; however, it appears the proposed location of these devices to date will provide high speed internet service to some areas that are not currently served. For additional information regarding this service, and its availability at your home, please visit www.uverse.att.com or contact AT&T at (800) 288-2020.

What is the Outlook for the Future?

What does the future hold for those areas of the City of Wildwood that are currently obtaining less than optimum service from current sources? The Rural Internet Access Committee believes the solution will be found from encouraging traditional providers of these services to expand existing networks to currently underserved areas, fostering new technologies, such as Broadband Over Power Lines (BPL), and watching for new technologies, not yet developed, but certainly anticipated to be offered in the future. These existing and future technologies include digital cable, Digital Subscriber Line (DSL), and Wi-Fi. Along with these options, emerging

Questions regarding the expansion of traditional high speed internet service in the future can be obtained by contacting:

- AT&T (DSL) - Residential Customer Service - (800) 464-7928
- Charter Communications - Customer Service Line, at 1-888-GET CHARTER