

# EXPANDING CONNECTIONS

## FAQs for Warren RECC/FEPB Internet Pilot

Beginning in September 2019, Warren RECC and Franklin EPB will begin a pilot project to test the viability of collaborating with local companies to offer a quality internet option to our members. Like Warren RECC, Franklin EPB is locally owned and operated, allowing our members in the pilot area the ability to choose an internet service provider they already know and trust as their internet provider. We are pleased to be able to collaborate with Franklin EPB on this pilot project, and we look forward to analyzing the results.

## GENERAL QUESTIONS

### 1. Why is Warren RECC doing an internet pilot?

Warren RECC Board of Directors and staff have heard the concerns of members throughout our territory who are unserved or under-served in high speed internet services and we have made it a priority to be a part of the solution. We are putting together business plans and details to determine if we can provide services and cover our costs. These pilots will let us verify our assumptions and see if we can make it work.

### 2. Why is Warren RECC partnering with Franklin EPB on an internet pilot?

We have studied various options and determined that partnering with experienced internet service providers to provide services is the most effective option. Franklin EPB is already providing high speed internet services in the city of Franklin and shares our same values of service to our communities. We are looking for a way we can leverage our individual strengths and assets together to

provide high speed internet service to our rural members. If those pilots verify our assumptions that we can make this effort work, we will expand this effort.

### 3. Why don't you just roll out high speed internet to all members?

If providing high speed internet service across all of our system was simple and cost effective, then someone would already be providing the service. Unfortunately, that is not the case. We believe partnerships with local companies that share our same values of service to our local communities are the best opportunity to successfully provide our members service.

### 4. When will you provide service to my area?

Currently, we have no plans beyond our pilot efforts. If the pilots prove successful, we will start expanding the effort. At that time, we will have a better idea on a potential timeline.

### 5. Your fiber runs close to my house, why can't you hook me up?

We are building a new fiber backbone system to all of our substations and

communications towers. The purpose of the new fiber backbone is to improve communications for control and status of the electric system which allows us to operate your electric grid more effectively. Unfortunately, this is a long-haul fiber ring for our communications system and is not designed for providing local internet services. We are adding additional fiber to this system that will help lower the cost for our local partners to enter the market. We will depend on them to make the connections to homes and neighborhoods.

### 6. What are internet services?

Internet services are services that can be provided over a communication path, such as fiber, that include internet access, streaming TV, telephone (voice over internet protocol), security services, and information storage (cloud-based).

### 7. Are my electric payments going to pay for others to receive internet?

No, a key requirement is that the pilot program must cover its own cost for it to be successful and expanded.

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## 8. How can Warren RECC financially provide these services when neither Spectrum nor AT&T can financially provide rural internet?

Several reasons!

- Warren RECC is a non-profit that does not have to send profits to a corporate headquarters outside of our communities;
- We are building fiber to improve our electric system communications and can add additional fiber to lower the cost barrier to serving the rural areas of our system; and
- We are partnering with experienced internet service providers that are non-profits to leverage our individual strengths and assets to reduce costs when providing high speed internet services.

## 9. How can I help make the Pilot successful?

The strength of the program is when you sign up for EPB Fiber *Powered by Warren RECC*, you are helping expand high speed internet services to your neighbor. Each and every person that signs up for the high speed internet service, moves us closer to meeting our pilot goals of having the service cover its costs. These funds will be used to provide service to the more rural areas of our system. So we urge you to Pass It On! Once you sign up for service with EPB Fiber, be sure to let your neighbors know and encourage them to sign up as well so that as many Warren RECC members as possible can have access to high speed internet.

## PILOT AREA

### 1. Where is the pilot service available?

The pilot is in Simpson County and includes 350 Warren RECC members located in rural Simpson County. A map of the pilot area can be found on the Warren RECC website at [www.wrecc.com/franklin-internet/](http://www.wrecc.com/franklin-internet/). Large pilot maps are also available for viewing at both the Warren RECC and FEPB offices in Franklin.

## 2. Why did you pick this area for the pilot?

The area chosen for the pilot is close to Franklin EPB's existing service area and an easy connection to Warren RECC's fiber system. Also, the pilot area provides areas with varied population density that are similar to the rest of Warren RECC's service territory. Testing in an area similar to the rest of our service territory allows us to test our assumptions to see if we can cover our costs of providing these services.

## INTERNET SERVICES

### 1. When will this service be available?

High speed internet access will be available in the pilot area beginning in late 2019. Signups will begin October 15.

### 2. What packages are available?

FEPB will offer two packages for this pilot:

- 100 mbps for \$60 per month (customer provides their own router)
- Gigabyte (approximately 960 mbps) for \$80 per month (EPB provides gigabyte router)

### 3. How do I know if I qualify?

If you are unsure if your house is located in the pilot area, please contact Warren RECC at 270-842-6541.

### 4. How do I sign up?

To sign up for service, please visit the FEPB office at 309 N. High Street in Franklin during regular business hours to sign up in person. FEPB is open Monday through Friday, 7:30 am to 4:00 pm.

### 5. Where do I pay my bill?

Warren RECC members participating in the pilot will receive a separate e-bill from FEPB Fiber.

Each account will be set up on bank draft through FEPB Fiber. The account will be set up to draft on the due date of the bill.

### 6. What happens if my internet goes down or I have a technical problem?

If you experience an internet outage or technical issue, please contact FEPB at 270-586-4441.

## 7. How will I connect to this new service?

A small fiber optic cable, the width of a standard pencil, will connect your home to the outside network.

In some circumstances, there may be networking equipment in the public easement near your home. However, this will be in rare cases.

## 8. Is there a cost to connect to the service?

Warren RECC will charge an installation fee for the new service. As with electric service, Warren RECC will require an additional contribution in aid of construction for facilities with a drop over 500 feet.

## 9. Will I be able to watch Netflix or play games with this service?

Yes. 100 mbps internet speeds will support streaming services like Netflix, YouTube TV, and Hulu. It's also sufficient for online gaming, downloading HD video and photos, and basic internet functions like surfing the web and checking email.

## 10. Will I have wi-fi with this new service?

FEPB has two service options available. The less expensive option is \$60/month for 100 mbps. This option is available for customers that want to use their existing router.

FEPB is also offering a more expensive Gigabyte service for \$80/month. Because most existing home routers are not capable of running this fast, FEPB will provide you with a router capable of handling that speed.

