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COUNTY OF PARK County Manager



June 25, 2019

Mr. Jordan Beezley
Broadband Deployment Director
Colorado Broadband Deployment Board
1560 Broadway Suite 1550
Denver, CO 80202

Dear Broadband Deployment Board,

The Park County Board of County Commissioners strongly supports the broadband grant application submitted by CableCo, LLC dba South Park Telephone (SPT) to deploy a Fiber to the Premise (FTTP) network to the Silverheels Ranch community, an area of Park County lacking access to broadband connectivity.

For 20 years, SPT has provided quality communication services throughout Park County and is a proven subject matter expert in various technologies to overcome the challenges of installing and operating communication networks applicable to the geography of the region.

Park County has collaborated with SPT on several occasions to improve access to robust broadband services, including a private-public-community endeavor which connected the Guffey Community Charter School with broadband, thus eliminating the need to bus (transport) students 40 miles to complete state exams and a joint effort to extend fiber optic infrastructure to connect 20 anchor institutions, including schools, libraries, healthcare, and emergency services. SPT stepped up to challenge to improve broadband availability in such a large region of the state and the county and community truly appreciate their efforts.

The demand for quality broadband is a necessity and Park County understands the cost associated with providing the service to rural areas and therefore, the opportunity for SPT to utilize existing infrastructure and expand FTTP technology into an unserved area of Park County seems to exemplify a project worthy of a grant award. Park County *is all in* on this project and will remove the obstacles necessary for SPT to deploy the infrastructure to meet deadlines.

Sincerely,

A handwritten signature in black ink that reads "Thomas Eisenman". The signature is written in a cursive style with a horizontal line extending to the right.

THOMAS EISENMAN, PARK COUNTY MANAGER



June 29, 2019

Colorado Broadband Deployment Board
Attn: Mr. Jordan Beezley
1560 Broadway
Denver, Colorado 80202

Dear Broadband Deployment Board:

The Board of Directors of the Silverheels Ranch Owners Association ("SROA") strongly supports the broadband grant application submitted by Cable Co., LLC, d/b/a South Park Telephone ("SPT"), to deploy a Fiber to the Premise (FTTP) network to our Silverheels Ranch community.

With the internet connections currently available in Silverheels Ranch, many of our members are unable to have their most basic expectations met for broadband. Email is sporadic, undependable, and painfully slow, and sometimes virtually impossible when uploading or downloading is required. The quality of video on computer screens or television is much lower than any modern device (high definition or not) is able to deliver. Any kind of streaming is frequently interrupted by buffering. If there are multiple device users in a household, the problem is exacerbated further. This is not merely an inconvenience for recreational users. It poses a serious challenge to those of us who try to conduct business from our homes, for those with health needs that are dependent on internet access to health providers, and for our students who must access the internet to complete their school work. Just for example: one of our members told me that he drives to Breckenridge (some 30 miles away over Hoosier Pass and the Continental Divide) to conduct business when he is staying at Silverheels Ranch because he cannot get the internet connection required for his line of work.

Currently many of our homeowners are under contract with Century Link. The maximum internet speed we have had reported from our members is 1.5 Mbps, but many of us have difficulty even getting to 1.0 Mbps. Our understanding is that this is 25 times less than the definition of "underserved" in Colorado!

Satellite service has been used by a few of our residents, but it is expensive and vulnerable to severe weather, which is not infrequent at our altitude (many of our homes are near or above 10,000 feet). Many of our homeowners have alarm systems and thermostats which are designed to be controllable from long distance. Bad weather can knock out the satellite internet connection, rendering these systems useless and potentially resulting in severe problems when we are not at home to monitor systems directly.

A number of our people have been able to utilize wireless broadband, but this technology has very limited capacity in our area, and every new user further depletes the bandwidth available for existing customers. Even worse, wireless broadband requires line-of-sight, which in our hilly-dense foliage community puts it out of consideration for many of us.

Silverheels Ranch Owners Association
P.O. Box 429, Fairplay, CO 80440-0429
www.silverheels.org



Due to all these problems and the continuous complaints about them from our membership, our Board undertook a series of steps starting last fall. First, we created a Broadband Committee to evaluate all potential alternative technologies and providers and make recommendations to us after months of investigation. Second, having concluded that fiber optic cable was the superior technology for today *and the future*, we concluded that SPT offered the best prospect for this service based on its long experience and solid relationships in Park County, including with the Town of Fairplay itself. Third, we decided to “put our money where our mouth is” and demonstrate our support for this project – to SPT, our neighbors, and you – by agreeing to devote \$20,000 from our reserve funds toward SPT’s engineering and cost of stringing fiber throughout our community (conditioned on receiving the 75% grant from you). And finally, we reached out to every member of our Association, multiple times over several months, to seek their individual commitments to spend \$500 per lot to bring fiber from the street to the home (again, conditioned on receiving the 75% grant from you). We achieved a remarkable level of support, frankly beyond our expectations. With more than \$50,000 total being brought to the table in support of this project, we believe we have demonstrated the kind of commitment that warrants your Board’s endorsement and funding of this project.

In conclusion, as President of the SROA Board of Directors, I want to express our absolute support of SPT’s application and ask you to give it your serious consideration. If we can provide any other information, please do not hesitate to ask.

Very truly yours,

s/s Jackie Burghardt, President
jaburghardt@comcast.net
303-503-8094

Cc: SROA Board of Directors

June 27, 2019

Mr. Jordan Beezley
1560 Broadway
Denver, CO 80202

Dear Broadband Deployment Board,

We strongly support the broadband grant application submitted by CableCo, LLC dba South Park Telephone (SPT) to deploy a Fiber to the Premise (FTTP) network to the Silverheels Ranch community.

As homeowners in Park County, Fairplay, Colorado Silverheels subdivision for nearly two decades my spouse and I have continually been frustrated by the lack of consumer options for high speed internet. This paucity of service has negatively impacted on our rural quality of life and severely limited my abilities for education and networking as a medical professional.

From a personal perspective, our home security system, home alarms and thermostats are internet based. We often lose internet as the satellite system frequently is effected by the harsh weather conditions in the mountains. Security cameras often become inoperable. Our home thermostats often lose the ability to monitor or modify home temperatures when not present. Because of slow download speed, we have reduced visual quality of our security cameras. It is nearly impossible for us to download a high definition video or watch a movie on any internet based service. Spooling occurs every several minutes. Uploading documents or photos for friends or family is frustratingly slow.

As a medical professional, it is nearly impossible to participate in educational webinars, online meetings or provide video based services. While some of my professional needs are unique, anyone trying to conduct business in this environment is/will be severely crippled using the current available internet options.

Because of topography, our subdivision has variable access. Our satellite access is weather dependent and the cost of data is high. A neighbor next door may only have access to telephone wired internet. A subdivision wide fiber optic solution offers the opportunity for all.

With a Fiber to the Premise (FTTP) network, ALL of our neighbors will be able to enjoy the quality of life now available to others living in a larger metropolitan area. Anyone attempting to conduct business remotely will be empowered to work in our beautiful mountain community. Finally, our community will become even more desirable to potential new homeowners.

We are very supportive of the grant application for optical fiber and high-speed internet.

Sincerely,



Harlan and Kathy Stueven

July 9, 2019

Mr. Jordan Beezley
Broadband Deployment Board
1560 Broadway
Denver, CO 80202

Dear Broadband Deployment Board:

We hope this finds each of you well.

We badly need better WIFI at our house in Silverheels Ranch. South Park Telephone (SPT) has a plan to bring fiber optic cable to individual houses in the community, including ours. We are very excited about this possibility, and we have already placed a cash deposit with SPT toward the installation of cable.

As you no doubt are aware, however, SPT will go forward with this project only if they get a grant from you, the Broadband Deployment Board. We therefore are writing to say that we strongly support SPT's grant application.

A few words about our situation and needs might be useful.

We are both law school professors, and we spend substantial time working from our house in Silverheels. We have WIFI provided by CenturyLink; our current service is completely inadequate for our professional needs. A single user can send and receive emails, but that is pretty much the extent of our capacity. Uploading or downloading large files is virtually impossible. Streaming, e.g., video conferencing, is impossible. Downloading or updating software does not work at all reliably.

One of us, Amy, has cancer. There is no health care in Park County, and we need to be able to communicate with her oncologists in Kansas and in Texas. The lack of reliable internet is a constant problem for the coordination of her care.

We also have children, some adult, who of course use broadband in various ways, as well as guests. Needless to say, adding users makes a bad situation worse.

When we really need reliable internet, e.g., for important conference calls and to retrieve large files, we drive to the Breckenridge Library, 60 miles round trip, over the Continental Divide. For specific tasks, e.g., checking a doctor's appointment, we sometimes use a cell phone to establish a hotspot. Needless to say, using cellular data to run household WIFI is prohibitively expensive, a "solution" only for dire situations.

We have considered the installation of satellite service. Our house sits at 10,500 feet, however, and is regularly subject to severe weather. Satellite would perhaps be more effective than what we have now, but would be both expensive and unreliable.

Similarly, some of our neighbors have wireless broadband. Given the lay of our land, however, we do not have line of sight.

In short, for professional, health, and other personal purposes, our internet service is inadequate. It would be wonderful to have better WIFI, and we believe the SPT plan would provide that. For all of these reasons, we very much hope that the Broadband Deployment Board approves SPT's grant request.

Sincerely,

Amy Deen Westbrook

David A. Westbrook