



# Beacon Hill Broadband Status

- Robert Kangas
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UPTUN

Upping Technology For Underserved Neighbors



# What is UPTUN?

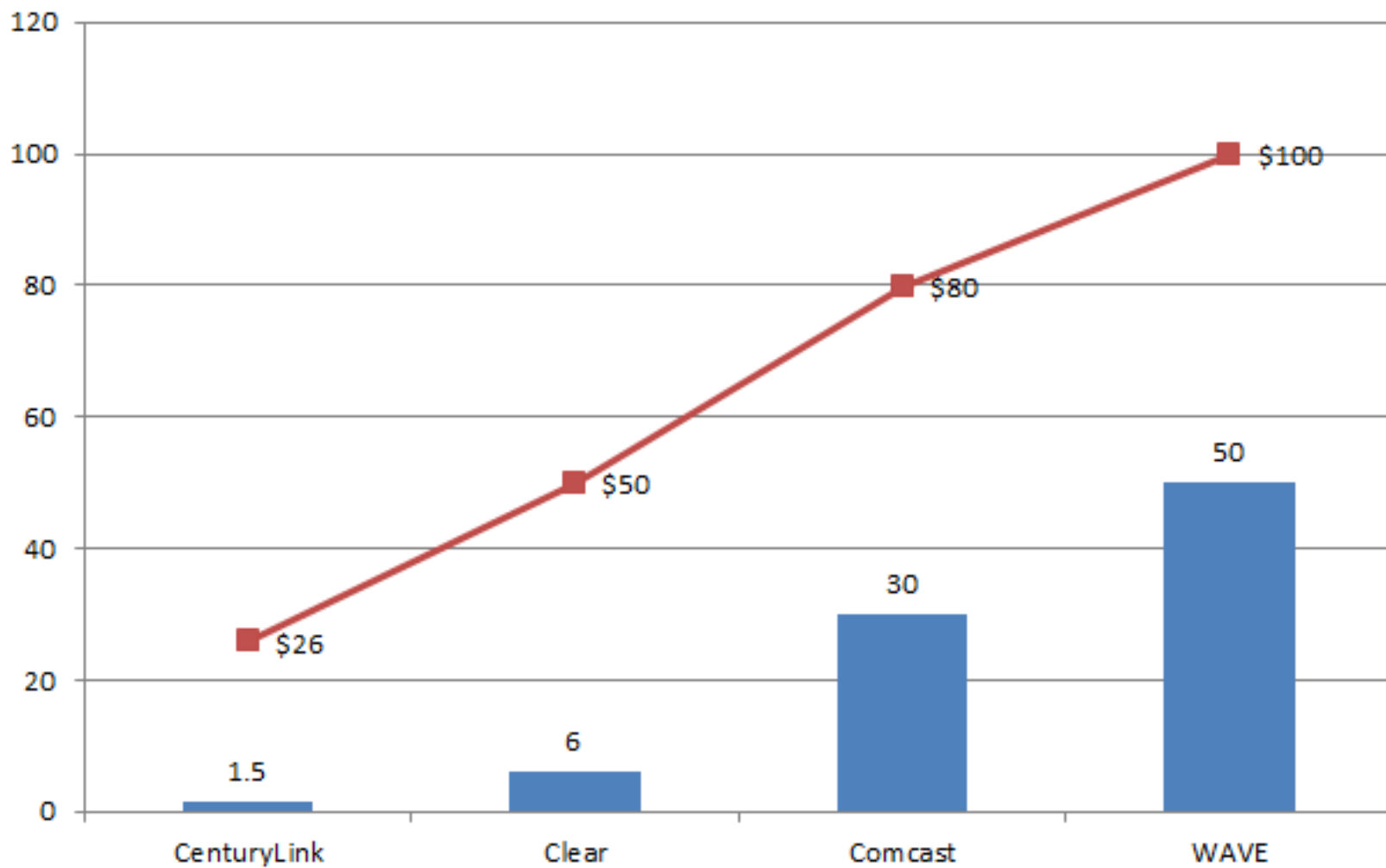
- UPTUN = UPing Technology for Underserved Neighbors
  - Our goal is to ensure every household in Seattle has high-speed broadband services.
- We are a group of citizen volunteers
- We work with government officials and industry representatives to try to achieve our goals.



# Who are the providers on Beacon Hill?

- Cable:
  - WAVE
  - Comcast
- DSL:
  - CenturyLink
- Fiber
  - None
- Wireless
  - Clear
  - Other cellular providers

# Beacon Hill – Speed vs. Price





# Problems with providers

- Cable
  - Providers do not compete directly... you can only get Comcast or WAVE
  - No competitors for high speed internet
- DSL
  - Antiquated equipment, can not provide high-speed internet
- Fiber
  - No presence here
- Wireless
  - Reports about lack of reliability and slow speeds during peak hours
  - Cannot offer speeds that compete with cable providers



# High Speed Internet?

- There's currently only one viable game in town... your cable provider.
  - You can't even choose between Comcast or WAVE... it's one or the other.
- Lack of competition is bad... little incentive to offer more competitive rates and infrastructure improvements.



# DSL

- Normally, DSL can provide speeds of up to 40 megabits per second
- Unfortunately, CenturyLink has antiquated equipment and needs to roll out new equipment cabinets to upgrade their speeds from 1.5 megabits to speeds up to 40 megabits.
  - Rolling out new equipment is hard... why?



# Why is rolling out new cabinets difficult?

Here it goes...



## Process for obtaining Right-of-Way permit to build broadband site

Seattle	Phoenix	Denver	Minneapolis
<p>CenturyLink Engineer assesses all viable locations and determines the best location for placement of telecommunications equipment. <b>**Note:</b> a private easement is always the first choice. Either expanding a current easement or obtaining a new easement. Typical Private easement is 10ft by 10ft location adjacent to the right-of-way. Power to run electronics comes in off the street. SDOT Director's rule requires that telecommunications companies make no less than two attempts to secure private property easements before applying for a ROW hardship waiver.</p>	<p>CenturyLink Engineer assesses all viable locations and determines the best location for placement of telecommunications equipment. <b>**Note:</b> a private easement is always the first choice. Either expanding a current easement or obtaining a new easement. Typical Private easement is 10ft by 10ft location adjacent to the right-of-way. Power to run electronics comes in off the street.</p>	<p>CenturyLink Engineer assesses all viable locations and determines the best location for placement of telecommunications equipment. <b>**Note:</b> a private easement is always the first choice. Either expanding a current easement or obtaining a new easement. Typical Private easement is 10ft by 10ft location adjacent to the right-of-way. Power to run electronics comes in off the street.</p>	<p>CenturyLink Engineer assesses all viable locations and determines the best location for placement of telecommunications equipment. <b>**Note:</b> a private easement is always the first choice. Either expanding a current easement or obtaining a new easement. Typical Private easement is 10ft by 10ft location adjacent to the right-of-way. Power to run electronics comes in off the street.</p>

<p>SDOT Director's Rule requires a telecommunications companies to make no less than two attempts to secure private property easements before applying for a ROW hardship waiver.</p>	<p>Phoenix does not have a requirement like the director's rule.</p>	<p>Denver does not have a requirement like the director's rule.</p>	<p>Minneapolis does not have a requirement like the director's rule.</p>
<p>If an easement is not available, proceed to the Director's rule to obtain a Hardship waiver permit for placement in the ROW.</p>	<p>If an easement is not available, CenturyLink applies to place equipment in the ROW under standard permitting requirements. Application includes all required details and sketches.</p>	<p>If an easement is not available, CenturyLink applies to place equipment in the ROW under standard permitting requirements. Application includes all required details and sketches.</p>	<p>If an easement is not available, CenturyLink applies to place equipment in the ROW under standard permitting requirements. Application includes all required details and sketches.</p>
		<p>The city of Denver sends out informational notice to the residents and the city council person of the impacted area for review. CenturyLink is not involved with notifications, and the city of Denver has rarely declined a private use permits.</p>	

Property Owner Contact Procedures for CenturyLink to obtain ROW permission as per the <u>Director's Rule</u> :	Not Applicable	Not Applicable	Not Applicable
Research the abutting property owner and those within 100' surrounding the potential site via King County records, property maps and assessors reports.	Not Applicable	Not Applicable	Not Applicable
Prepare site specific, tailored Letter of <i>Consent for the abutting property owner and the surrounding property owners within 100 feet</i> . Visual aids include site specific rendering and precise dimensions of the proposed equipment. An aerial map depicting approximate location of the new facilities.	Not Applicable	Not Applicable	Not Applicable

Send an approval letter required by Director rule to surrounding and abutting property owners.	Not Applicable	Not Applicable	Not Applicable
First visit, for face to face discussion of the placement and approval of project.	Not Applicable	Not Applicable	Not Applicable
Second visit with property owners if necessary. Get a perspective if they are going to sign and overcome objections.	Not Applicable	Not Applicable	Not Applicable

<p>If unable to make contact with property owner after second attempt, CenturyLink engineer reassesses the location and situation. If this is the only viable option, continue to reach out to property owner.</p>	<p>Not Applicable</p>	<p>Not Applicable</p>	<p>Not Applicable</p>
<p>When we are successful making contact with the abutting property owner we try to obtain written consent on the spot. This often takes multiple contacts to meet with the abutting property owner. If the abutting property owner agrees to the placement and signs the letter of consent, we then move forward to obtain the 60% required surround neighbor's signature.</p>	<p>Not Applicable</p>	<p>Not Applicable</p>	<p>Not Applicable</p>

<p>If the abutting property owner denies placement, CenturyLink engineer starts the process again with a new site and new abutting property owner. If no further sites are available the process <b><u>STOPS and the site is deemed no build (i.e. project cancelled).</u></b></p>	Not Applicable	Not Applicable	Not Applicable
<p>Obtaining the 60% written approval often requires multiple visits to the property owner's home. If property owner lives out of town, we mail a letter and try to follow up until a yes/no is received.</p>	Not Applicable	Not Applicable	Not Applicable
<p>If we cannot gain 60% neighbor approval in writing the process <b><u>STOPS and the site is deemed no build (i.e. project cancelled).</u></b></p>	Not Applicable	Not Applicable	Not Applicable



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<p>If 60% neighbor approval is obtained along with the abutting property owner, CenturyLink submits a permit to the City of Seattle with all of the Director's Rules requirements met in the permit package including civil designs, artistic rendering and a traffic control plan.</p>	<p>Not Applicable</p>	<p>Not Applicable</p>	<p>Not Applicable</p>

<p>Under the City of Seattle rules, CenturyLink's permit is supposed to be approved or denied within 30 days.</p>	<p>CenturyLink and city of Phoenix worked together and established/negotiated a 5 day turn around for FTTN and FTTH (Fiber To The Node, and Fiber To The Tower) few years back. In this agreement, CenturyLink agreed to pay/fund the city staffing contract help to process CenturyLink permits only. These contract city employees work exclusively on CenturyLink projects. This guaranteed the 5 business day turn around. CenturyLink has a Single Point of contact to address emergencies situations, but very seldom needed since permits are issued in 5 business days.</p>	<p>A "quick review" process applies when a project does not involve an intersection, placement involves less than 150ft distance, and the cabinet is less than 42". Under the quick review, CenturyLink receives a response within 48 to 72 hours. Response time for all other permits is 2 to 4 weeks. (The city has a process for escalating permits in emergencies, these are generally granted in 2 weeks)</p>	<p>Process includes: once a week, all departments involved with the application meet to review applications. The permits are either approved or request for additional information generated at these meetings. Typically permits are approved within 3 to 5 weeks. There is a process to escalate permits, whereby a CenturyLink engineer/manager can call in details addressing the circumstances surrounding the need for escalation. The escalation process can result in permits being granted in two weeks.</p>
	<p>CenturyLink and city of Phoenix meet quarterly to review process and make staffing adjustments as needed.</p>		

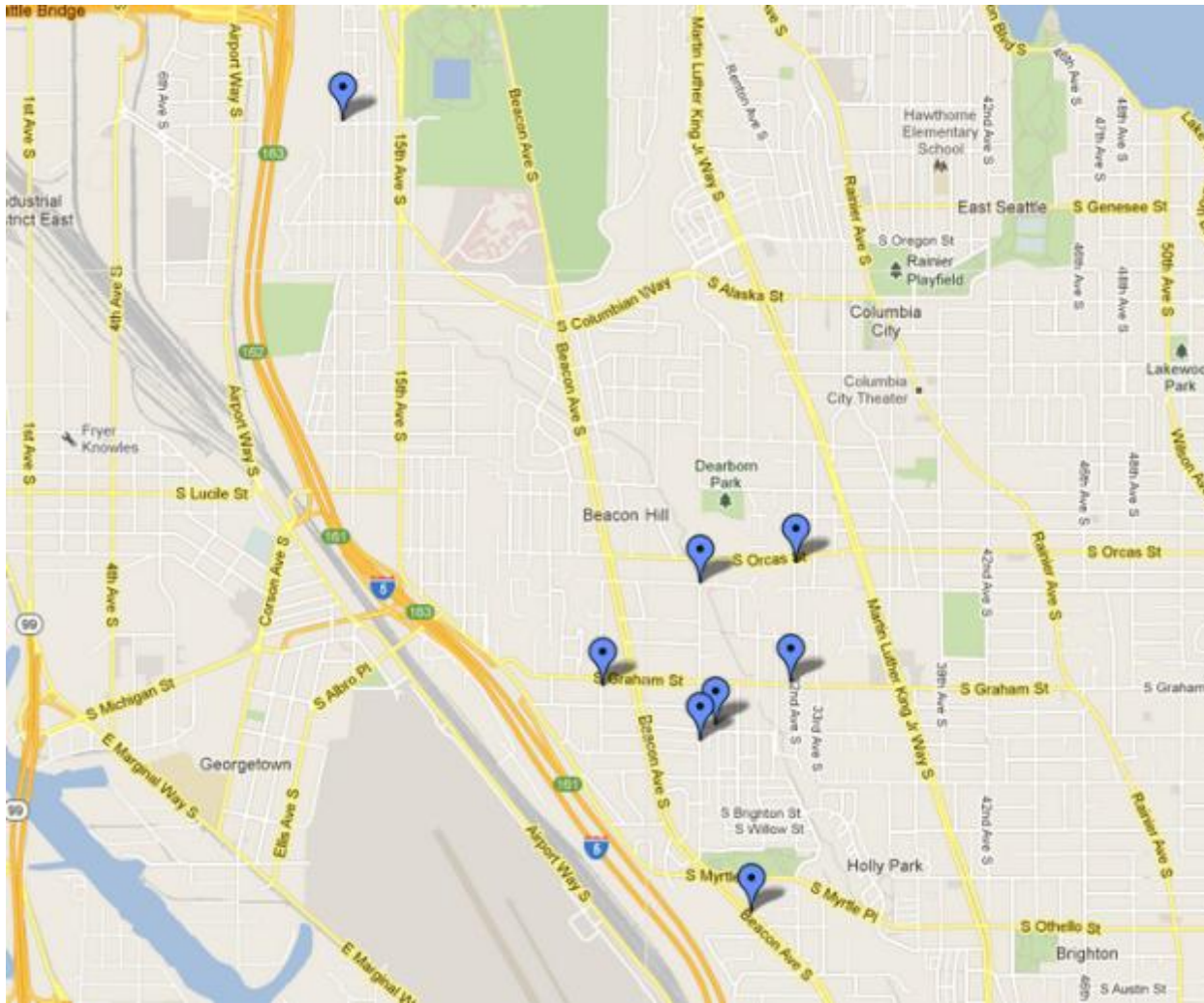




## Another difficulty

- In order to get a fiber cabinet approved, 60% of the households in a 300 foot radius of the site have to say yes.
- People who don't speak up are counted as no votes.
- Contacting everyone is extremely difficult since lots of people will never respond.

# Proposed CenturyLink Equipment Sites

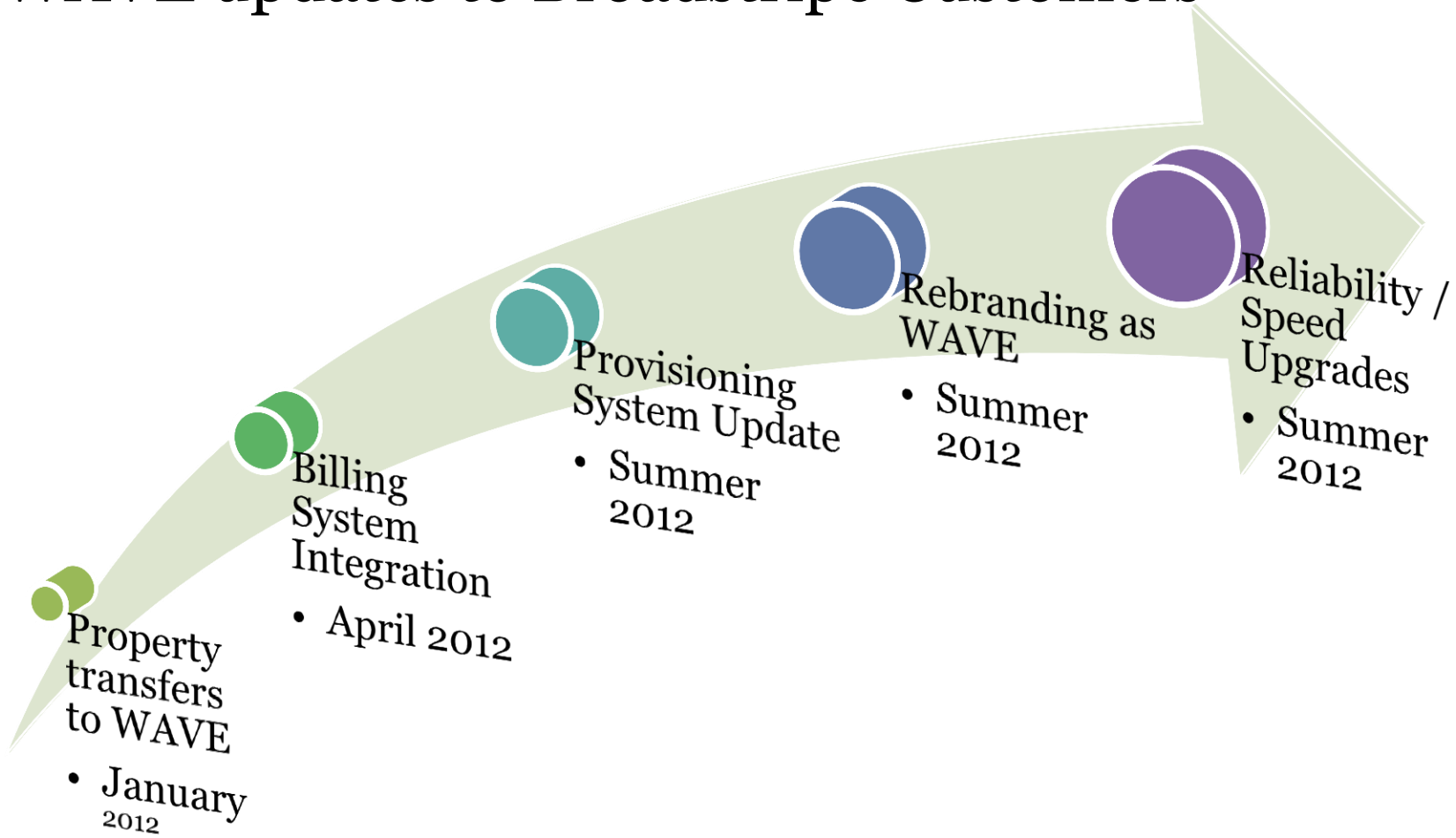




## What about cable?

- UPTUN has focused primarily on Broadstripe, now WAVE.
- Broadstripe went bankrupt and was purchased by WAVE.
- Broadstripe has historically had horrible reliability, speed, and customer service.
- WAVE has rolled out a series of improvements... things have gotten better.

# WAVE updates to Broadstripe Customers





# WAVE Improvements

- Things have gotten better
  - Faster
  - More Reliable
  - Better Customer Service
  - More Packages

# What does UPTUN want?

- More competition / choices for the consumers
  - We want CenturyLink to be able to compete with the cable companies
  - We want the cable companies to compete with each other
  - We want fiber optic internet providers to compete as well
- High-speed broadband in every home (15+ megabits downstream)
- The city needs to stop ignoring Beacon Hill for infrastructure improvements
- The city, the service providers, and the citizens to sit down and make something happen!

# Contact info

- [www.uptun.org](http://www.uptun.org)
  - We're on Facebook too!
- Tracy Bier: [tracyb@uptun.org](mailto:tracyb@uptun.org)
- Robert Kangas: [robertk@uptun.org](mailto:robertk@uptun.org)