

# **LANCASTER MUNICIPAL BROADBAND NETWORK**

## **Frequently Asked Questions**

### **Why would I want to use this network?**

We expect you'll want to use our Services because our Services will be reliable and cost effective and most importantly, better and more reliable than any other Services offered by any competition.

### **Why is the service free to visitors?**

Experience has shown that a vibrant open environment helps the City attract visitors and boost our local economy. Today, everyone needs and wants connectivity – including visitors. We want visitors to be comfortable, have their needs met, and feel at home when they're here. Free WIFI service in public spaces will yield huge benefits for residents and visitors alike.

### **Everyone knows most public WIFI is not secure. How do you maintain security and protect users from identify thieves?**

While no technology can keep everything and everyone safe, security is a priority in all of our Services. Our technology has the ability to restrict access from one user to another. Consequently, it is exponentially harder for someone to access your device and information by simply using one of our WIFI HotSpots.

### **How long will it take to build the network?**

The network and its Services are being deployed over the next eighteen months. Our first two phases begin in the downtown area and extend outward to approximately two thirds of the City. We will be announcing completion of key phases as the project progresses.

### **Will I be able to get wireless internet access in my neighborhood park? If yes, how soon?**

Our plan calls for connectivity at all of the City's Parks. Moving forward, public places like neighborhood parks and the downtown are given priority in our deployment plan.

### **Has MAW done this elsewhere?**

MAW's network and its implementation are unique and the first of its kind in Pennsylvania. The Lancaster network serves as a model for communities around the Commonwealth. At the same time, the fundamental elements of a network and its respective services are not unique. MAW Communications, a PUC-licensed utility, has been building networks and providing similar services for nearly two decades.

## **How much will it cost for my business or my residence to connect to the City's network?**

Final prices for Services have not been set. Our Services will be priced competitively and will vary based on the type of Service offered.

## **What specific things make this initiative different from all the other failed attempts to establish muni services? Why will this succeed when most others have failed?**

Our network design is a key differentiator. Other cities have attempted to build a broadband network. However, very few cities have had the vision and conviction to ensure their infrastructure will support a multitude of services and their respective need for speed. Lancaster has made this commitment to its infrastructure.

Fiber optic technology is capable of virtually unlimited bandwidth or speed. Our network design incorporates thousands of strand miles of fiber. Therefore, unlike other cities Lancaster's network infrastructure will be capable of supporting a myriad of applications and services, today and well into the future.

Our strategic agreement with MAW Communications, a Pennsylvania Telecommunications Carrier, is another key differentiator. Other cities have attempted to build and operate a network without a strategic agreement with a telecommunications carrier. The expertise, resources and regulatory oversight of a telecommunications carrier is an invaluable asset of any municipal network.

Other cities have focused solely on WIFI services and wireless infrastructure. Unlike these other cities, in addition to offering WIFI services, Lancaster is using the network to enhance the quality and reduce the costs of City Services. Like Automatic Water Meter Reading, WIFI Service is just another use of the network. Each time we add a new use for the network, we increase the network's utility and thereby increase the network's benefit, cost effectiveness and ultimately, the success of the network. Please see the press release for our planned other uses.