

**FUTURE UNDER
CONSTRUCTION**

Why fiber optics?

Clallam County PUD is building a fiber optic backbone for the purposes of connecting its substations and operations facilities, and upgrading communications for its operations.

In the next several years, this fiber optic technology may be brought to

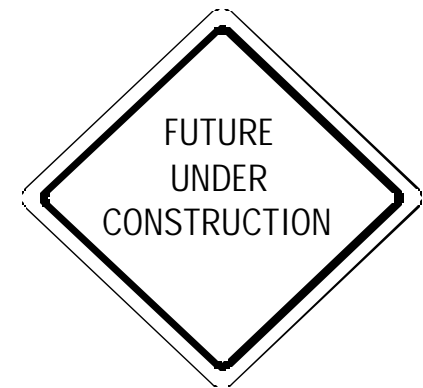
neighborhoods throughout the PUD's service territory. This will be a reliable, fast, expandable system that can now carry high-speed internet service. In time, services will also include telephone, video on demand, high definition television programming, networking and data services for businesses.



CLALLAM COUNTY
PUD NO. 1

Phone: 360-452-9771 ext. 235
Web: www.clallampud.net

How do I find a fiber retailer?



Fiber has been installed in my neighborhood. How do I get service?

Congratulations! Soon, you will have the opportunity to enjoy the benefits of the PUD's fiber optics network. High-speed internet service is already available, and in time many more applications will be added.

The PUD has built the backbone, but it is only a wholesaler. Several local fiber retailers have arranged to provide service to residences and businesses. The retailers will provide the final hookup to the home or business, billing and customer service.

You will need to fill out an application for service before a hookup can take place. Applications are available through authorized PUD fiber optics network retailers.

There are many questions to ask before deciding upon a retailer for your service. This brochure is designed to help you determine which retailer is the best for your needs.



There are many questions to ask before choosing a fiber optics retailer.

How much does your fiber service cost?

Monthly service charges and hookup fees vary among retailers. Shop around for the deal that's right for you.

Do you provide the home connection as part of the service charge, or is it an additional fee?

Again, these charges vary among retailers. Ask if the retailer offers a "package deal," or a special for starting service.

What kind of customer service do you offer?

One question to ask yourself is, "What kind of customer service do I need?" If you are new to the internet, or if you aren't a natural-born "techie," you may want a help desk to call for questions.

Depending on your customer service comfort level, and the local level of service provided by each retailer, these questions may affect your choice.

Ask about the customer service hours offered. Are they available 24 hours a day, 7 days a week, or are they only available during business hours?

Will you offer other fiber optics network services when they are available?

Does the retailer plan to expand into phone and television service, once they are available? If you are interested in multiple services, you may want to receive all of them through one provider.

Who are the PUD authorized fiber optics network retailers?

- **Computer Solutions;**
360-683-253585 or
cs@insequim.com
- **Nikola;**
360-582-1051 or
rzeff@nikola.com
- **Olypen;**
360-683-1456 x6101 or
greg@olypen.com
- **Capacity Provisioning Inc.;**
360-565-8400 or
sales@cpifiber.com
- **Townsend Communications;**
360-385-0464 or
800-896-1751

C L A L L A M C O U N T Y
P U D N O . 1

Phone: 360-452-9771 ext. 235

Web: www.clallampud.net