



UTOPIA QUESTIONS AND ANSWERS

Many Lindon residents may have heard of UTOPIA, the Utah Telecommunications Open Infrastructure Agency. But many of you may not have an understanding of exactly what UTOPIA is, or how it works. Below you will find answers to commonly asked questions regarding UTOPIA, and how you can participate.

What is UTOPIA? UTOPIA is a group of 16 Utah cities that joined together in 2002 to build a fiber-optic network. Eleven of these cities agreed to finance the network's construction through bonds. The infrastructure connects fiber directly to homes and businesses within each community.

Why is Lindon involved in UTOPIA? The UTOPIA cities view adequate connectivity, and the seamless ability to expand connectivity as technology evolves, as essential infrastructure for future residential, commercial and economic growth. When UTOPIA cities were unable to provide residents with speeds and service levels which could be provided using current technology through incumbent providers, they decided to build a network that could meet current and future needs and demands. Private sector service providers use the cities' network infrastructure to offer internet, voice, video and other services, much the same as commercial businesses transport goods and provide services using streets, airports, and other facilities owned and maintained by government agencies.

What is the importance of a fiber-optic network? Fiber optic technology uses tiny glass strands to transmit information in the form of light. The speed of light is 186,000 miles per second, which allows data to travel through the system at incredibly high speeds. Because light is not subject to interference which affects copper and wire technology, fiber optic technology is more accurate and reliable. Fiber optic systems also provide a much higher capacity than other technologies which are used by other systems. The availability of high speed, high capacity, reliable, affordable digital technology is essential to future economic growth as more of our world-wide economy moves into the digital age.

What is the significance of dedicated service? The UTOPIA Network connects each home and business with its own dedicated fiber-optic strand. Unlike other networks which split total capacity among neighbors, each UTOPIA connection is able to access full bandwidth, even when many other users are on the system during peak use times.

What services does UTOPIA provide? UTOPIA does not provide any service, but provides an "open access model" infrastructure, built and maintained by UTOPIA. Private sector providers use the infrastructure to deliver their service to homes and businesses which are connected to the network. Customers have a choice of multiple service providers competing for business. Today, UTOPIA has more than a dozen

service providers who offer a variety of internet, voice, video and other services, with as much band width as individual customers need.

What is the UIA, and how is it different from UTOPIA? UIA – The Utah Infrastructure Agency, is a separate entity that UTOPIA cities have formed to grow the UTOPIA network and provide oversight on the growth of the network. The UIA also provides opportunities for communities who do not currently participate to join the UTOPIA network in the future.

How do I pay for UTOPIA services? Future UTOPIA customers can expect to pay two separate fees, one to the service provider(s) you select, and one to the City as part of your utility bill to cover the cost of the connection to your home or business. The City will collect connection fees, which will be forwarded to UIA. Once the cost of your connection is paid in full, you will continue to pay only for services you select through the network, and you will own your fiber optic connection. Ownership of the connection could increase the value of your property as demand for the level of service increases in coming years. The cost of service and connection fees is expected to be comparable to rates found through incumbent providers for far superior service levels. Residents who previously connected to the UTOPIA system will not experience any change in billing procedures. The new procedures will apply only to future connections.

When will new UTOPIA connections be available in Lindon? The UTOPIA cities are planning a major growth initiative within the next year, with completion of the full network in all UTOPIA cities over the next several years. The network is approximately 80% built out along streets in Lindon, with approximately 30% of residents with access to the network receiving services from UTOPIA providers. In most areas, future connections will require only installation of fiber optic from the street to the home. Exact timing of availability of new connections in Lindon is unclear at this time, but information will be provided as soon as details are available to the City. Connection to UTOPIA will be worth the wait!

Once new connections become available in Lindon, how do I get connected? The procedural plans for new connections are being finalized. As soon as new connections are available, residents will be notified though the City newsletter and website. Information will be available at the City Center and on the City website regarding how you can get connection to your home or business.

The UTOPIA Network is an amenity that enhances the high quality of life Lindon residents have become accustomed to, and makes Lindon an even better place to live and work! In the coming years as the global economy becomes more connected through fiber optic technology, residents and business owners will be grateful to past City leaders who had the foresight to participate in this endeavor. More information about UTOPIA can be accessed through the UTOPIA link on the Lindon City home page, www.lindoncity.org or at <http://utopianet.org>