



Report for

State of West Virginia Broadband Field Testing Region 5



Prepared for

State of West Virginia Geological and Economic Survey And Office of GIS Coordination

September 2013 ©



L.R. Kimball®
TARGETED RESULTS. EXPERTLY MANAGED.
WE STAKE OUR REPUTATION ON IT.

A CDI Company



ARCHITECTURE • ENGINEERING • COMMUNICATIONS TECHNOLOGY

AVIATION | CIVIL | CONSTRUCTION SERVICES | DATA SYSTEMS | ENVIRONMENTAL
FACILITIES ENGINEERING | GEOSPATIAL | NETWORKS | PUBLIC SAFETY | TRANSPORTATION

TABLE OF CONTENTS

| | |
|---|----|
| EXECUTIVE SUMMARY | 1 |
| 1. METHODOLOGY | 2 |
| 1.1 INITIAL DATA COLLECTION | 2 |
| 1.1.1 West Virginia Statewide Addressing and Mapping Board 2011 Centerlines | 2 |
| 1.1.2 West Virginia Statewide Addressing and Mapping Board 2011 Structures | 3 |
| 1.1.3 Speed Test Points | 3 |
| 1.1.4 West Virginia Statewide Addressing and Mapping Board 2011 Imagery | 4 |
| 1.1.5 QoS Solutions Android Applications | 4 |
| 1.1.6 AT&T Samsung Galaxy S III Phone | 5 |
| 1.1.7 nTelos Samsung Galaxy S Phone | 5 |
| 1.1.8 US Cellular Samsung Galaxy S III Phone | 5 |
| 1.1.9 Verizon Samsung Galaxy S III Phone | 5 |
| 1.2 FIELD DATA COLLECTION | 5 |
| 1.2.1 Roads Traveled | 5 |
| 1.2.2 Speed Test Point Validation | 6 |
| 2. TEST RESULTS | 8 |
| 2.1 QPERF TEST RESULTS | 8 |
| 2.1.1 AT&T QPerf Results | 8 |
| 2.1.2 nTelos QPerf Results | 10 |
| 2.1.3 US Cellular QPerf Results | 12 |
| 2.1.4 Verizon QPerf Results | 14 |
| 2.2 QCARRIER TEST RESULTS | 16 |
| 2.2.1 AT&T QCarrier Results | 16 |
| 2.2.2 nTelos QCarrier Results | 17 |
| 2.2.3 US Cellular QCarrier Results | 18 |
| 2.2.4 Verizon QCarrier Results | 19 |
| 2.3 WEST VIRGINIA BROADBAND MAPPING SURVEY RESULTS | 20 |
| 3. CONCLUSION | 23 |
| 3.1 CARRIER CONNECTIVITY | 23 |
| 3.2 RECOMMENDATIONS | 23 |
| 3.3 BROADBAND TECHNOLOGIES | 23 |
| 3.3.1 Cable | 23 |
| 3.3.2 Fiber Optics | 24 |
| 3.3.3 Digital Subscriber Line | 25 |
| 3.3.4 Wireless | 25 |
| APPENDIX A—QOS SOLUTIONS ANDROID APPLICATIONS | 27 |

TABLE OF FIGURES

| | |
|---|----|
| Figure 1—Initial WV SAMB 2011 Centerlines with Proposed “Drive Centerlines” | 3 |
| Figure 2—Initial Speed Test Point Locations | 4 |
| Figure 3—Roads Traveled During Drive-Testing | 6 |
| Figure 4—Final Speed Test Point Locations..... | 7 |
| Figure 5—NTIA Speed Tiers..... | 8 |
| Figure 6—AT&T Downstream Speed Values..... | 9 |
| Figure 7—AT&T Upstream Speed Values | 10 |
| Figure 8—nTelos Downstream Speed Values | 11 |
| Figure 9—nTelos Upstream Speed Values..... | 12 |
| Figure 10—US Cellular Downstream Speed Values..... | 13 |
| Figure 11—US Cellular Upstream Speed Values | 14 |
| Figure 12—Verizon Downstream Speed Values..... | 15 |
| Figure 13—Verizon Upstream Speed Values | 16 |
| Figure 14—AT&T QCarrier Results, Based on RSSI_DM | 17 |
| Figure 15—nTelos QCarrier Results, Based on EC/IO | 18 |
| Figure 16—US Cellular QCarrier Results, Based on EC/IO..... | 19 |
| Figure 17—Verizon QCarrier Results, Based on EC/IO..... | 20 |
| Figure 18—Broadband Survey Participant Locations | 22 |
| Figure 19—Typical Download Speeds Using Standard Mediums..... | 24 |

EXECUTIVE SUMMARY

L.R. Kimball respectfully submits this Findings Report for Broadband Field Testing (Findings Report) to the State of West Virginia Geological and Economic Survey and the Office of GIS Coordination (State). The State contracted with L.R. Kimball to provide broadband data verification tasks including statewide wireless broadband field testing. In July 2013, L.R. Kimball performed testing in the Region 5 Mid-Ohio Valley Regional Council area consisting of Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt and Wood Counties, West Virginia.

The broadband field testing consisted of drive-testing the eight county area while using specific app-enabled smartphones provided by the State. The purpose of this testing was to assess the spatial and attribute accuracy of the service area polygons that four providers, AT&T, nTelos, US Cellular and Verizon, submitted to West Virginia in March 2013 as part of the National Telecommunications Information Agency (NTIA) State Broadband Data and Development Program (SBDD). Comparisons between the field data collected and the provider-supplied service area polygons facilitated the identification of possible coverage and speed inaccuracies reported to the State by the providers. This findings report will discuss the methodology associated with the field collection and the results of said field collection.

The balance of this page is intentionally blank.

1. METHODOLOGY

The drive-testing phase of this project was initiated July 1, 2013 in Parkersburg, West Virginia. It continued through July 18, 2013, with nine days of field data collection, where L.R. Kimball field specialists spent a minimum of 10 hours each day driving through Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt and Wood Counties. L.R. Kimball field specialists consisted of one two-person team, where one member served as the driver and the other as the navigator and data collector.

1.1 Initial Data Collection

Prior to drive-testing, L.R. Kimball prepared geographic information system (GIS) data layers to make the drive-testing more efficient and improve the quality of the data collected. These layers include the following:

- West Virginia Statewide Addressing and Mapping Board (WVSAMB) 2011 Centerlines, with pre-determined "Drive Centerlines" chosen prior to field work
- West Virginia Statewide Addressing and Mapping Board 2011 Structures
- West Virginia Statewide Addressing and Mapping Board 2011 Imagery
- NTIA Round 7 Wireless Data Coverage Submission
- Speed Test Point Locations

In addition, the State provided four smartphones for use during the drive-testing:

- AT&T Samsung Galaxy S III
- West Virginia PCS Alliance (nTelos) Samsung Galaxy S
- US Cellular Samsung Galaxy S III
- Verizon Samsung Galaxy S III

All of these phones were updated with the QoS Solutions Android Applications that measure carrier connectivity, also provided by the State.

The State asked L.R. Kimball to visit each planning and development council regional office during the initial stages of the fieldwork collection to discuss the objectives of the project and gain feedback from the region regarding specific areas of broadband concern within the region. L.R. Kimball field team met with Ms. Carol Jackson, Region 5 Executive Director, on July 1, 2013. Ms. Jackson did not have any additional areas of concern for the field crew to focus on.

1.1.1 West Virginia Statewide Addressing and Mapping Board 2011 Centerlines

The WVSAMB 2011 Centerlines were downloaded from the West Virginia GIS Technical Center Website. The centerlines were then evaluated for potential use. Removed from the dataset were named driveways and dead-end streets. The centerlines were further reviewed and potential "Drive Centerlines" for the region were chosen. These potential "Drive Centerlines" were chosen based on several factors. They are a good representation within the submitted coverage areas. Also, they have residents living on them and did not appear to be "fade-away" roads (dirt roads that ultimately lead to nothing). In general, interstates were not included in the potential "Drive Centerlines" coverage because it is anticipated that they will be traveled/measured during normal travel to various locations and did not need to be formally routed.

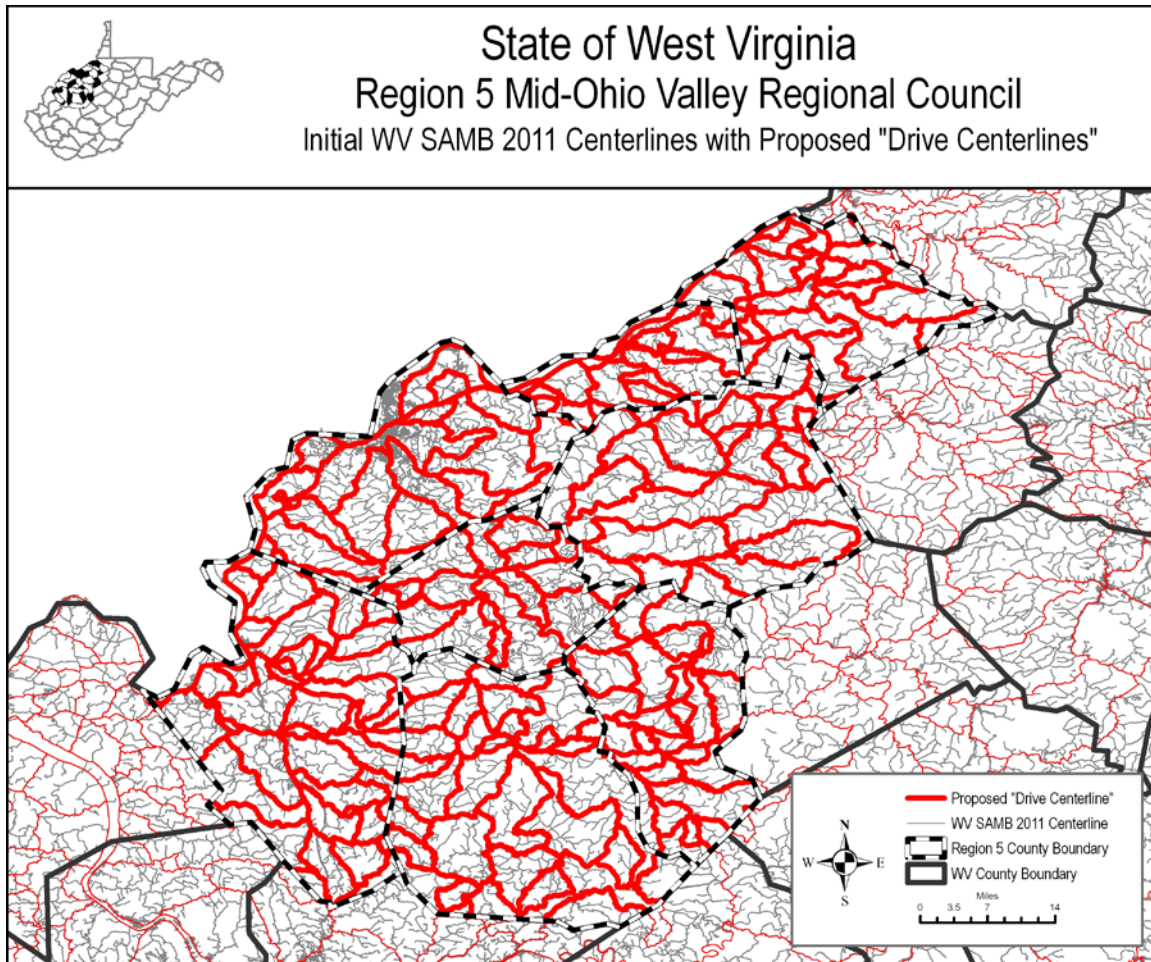


Figure 1—Initial WV SAMB 2011 Centerlines with Proposed “Drive Centerlines”

1.1.2 West Virginia Statewide Addressing and Mapping Board 2011 Structures

The WVSAMB 2011 Structures were downloaded from the West Virginia GIS Technical Center Website to use as reference only. There were no changes made to this layer prior to or during drive-testing.

1.1.3 Speed Test Points

The QoS applications allow for a carrier broadband speed test to occur every five minutes, or at user-selected points. As the application requires remaining in the same location until the test completes, and does not produce accurate results if traveling above 25 mph, QoS recommended selecting random test point locations to run the application throughout the region. L.R. Kimball chose random points in populated areas as a test of the broadband speeds in submitted coverage areas. The initial speed test point layer contained 41 speed test locations in Region 5.

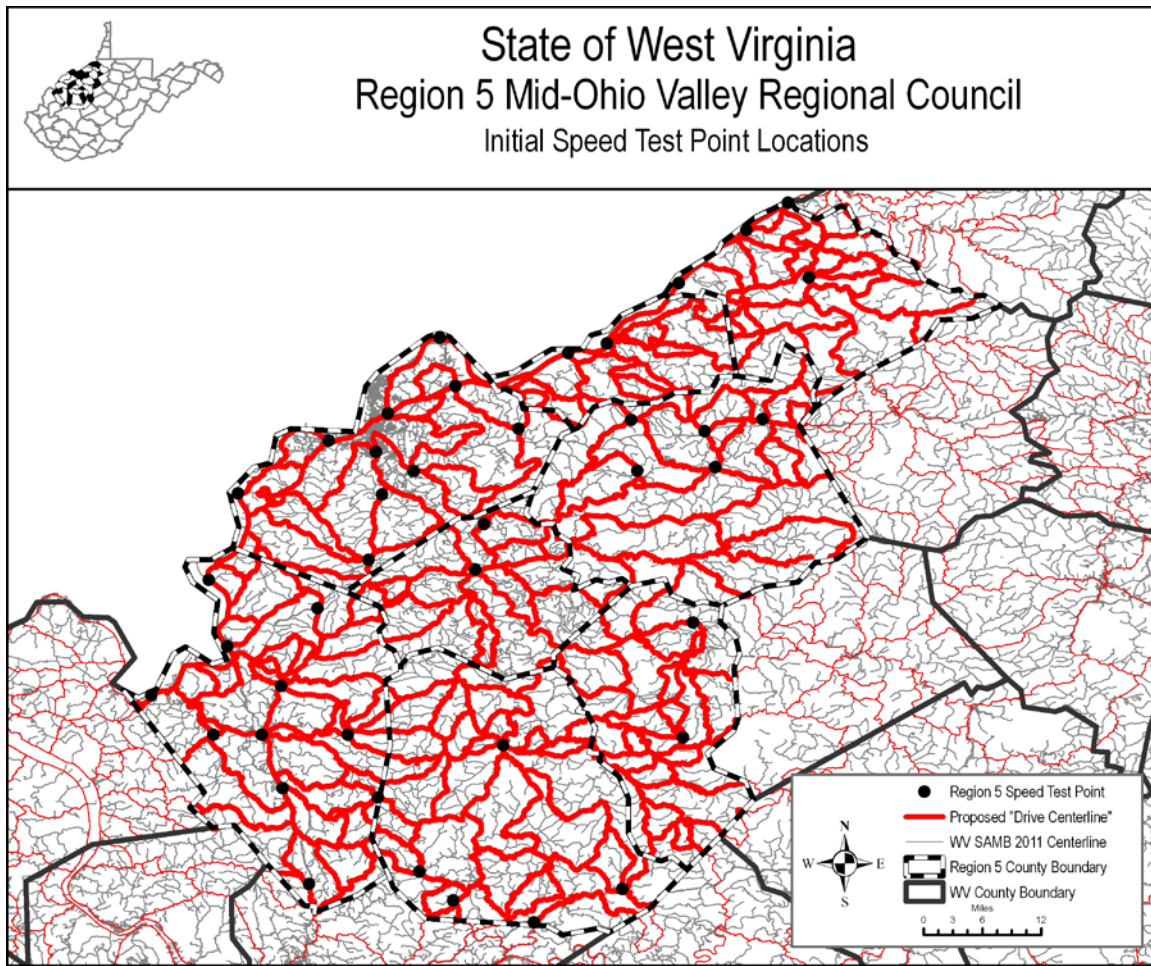


Figure 2—Initial Speed Test Point Locations

1.1.4 West Virginia Statewide Addressing and Mapping Board 2011 Imagery

The WVSAMB 2011 Imagery was downloaded from the West Virginia GIS Technical Center Website for Region 5 counties to use as reference only. There were no changes made to these layers prior to or during drive-testing.

1.1.5 QoS Solutions Android Applications

The QoS Solutions software that was provided by the State consisted of four Android Applications for use with smartphones. QCarrier measures carrier signal strength while driving with collected data stored directly on the phone. Rate of vehicle speed is not a factor in measuring signal strength. QWiFi locates and records Wi-Fi services with collected data stored directly on the phone. Rate of vehicle speed is not a factor in measuring Wi-Fi services. QPerf measures carrier connectivity at specific locations or during specific intervals with collected data stored on the

QoS Website. Rate of vehicle speed is a factor in measuring signal strength. QMapper is a mapping device used in urban areas where you want a more accurate reading of your location. It does not store any data, and is to be used as a physical location reference tool. Please see Appendix A; QoS Applications.

1.1.6 AT&T Samsung Galaxy S III Phone

The State provided a Samsung Galaxy S III smartphone for L.R. Kimball field technicians to use with the AT&T network.

1.1.7 nTelos Samsung Galaxy S Phone

The State provided a Samsung Galaxy S smartphone for L.R. Kimball field technicians to use with the West Virginia PCS Alliance (nTelos) network.

1.1.8 US Cellular Samsung Galaxy S III Phone

The State provided a Samsung Galaxy S III smartphone for L.R. Kimball field technicians to use with the US Cellular network.

1.1.9 Verizon Samsung Galaxy S III Phone

The State provided a Samsung Galaxy S III smartphone for L.R. Kimball field technicians to use with the Verizon network.

1.2 Field Data Collection

L.R. Kimball field technicians spent nine days drive-testing in Calhoun, Jackson, Pleasants, Ritchie, Roane, Tyler, Wirt and Wood Counties for the State. Equipment included a laptop computer pre-loaded with Environmental System Research Institute's (ESRI) ArcMap 10.1 software and the WV SAMB 2011 centerline, drive centerline, speed test point, and orthophotography layers, a GPS to use for reference and four smartphones provided by the State. In addition, a power inverter was used in the vehicle to keep all of the equipment charged while testing.

The L.R. Kimball field technician team consisted of a driver and a navigator. The navigator was responsible for mapping the route taken, as well as keeping track of the roads that were traveled and the points where speed tests were taken.

1.2.1 Roads Traveled

Approximately 1830 miles of roads were tested in Region 5 for carrier connectivity. The goal was to drive-test the carrier submitted NTIA wireless polygons using a good representation of roads without "back-tracking" a great deal. The terrain was what was expected for this section of Appalachia, with numerous mountainous and valley areas. In

some instances, anticipated road and/or weather conditions prevented the driver from traveling certain roadways and the initial drive centerlines and speed test locations in those areas were adjusted accordingly.

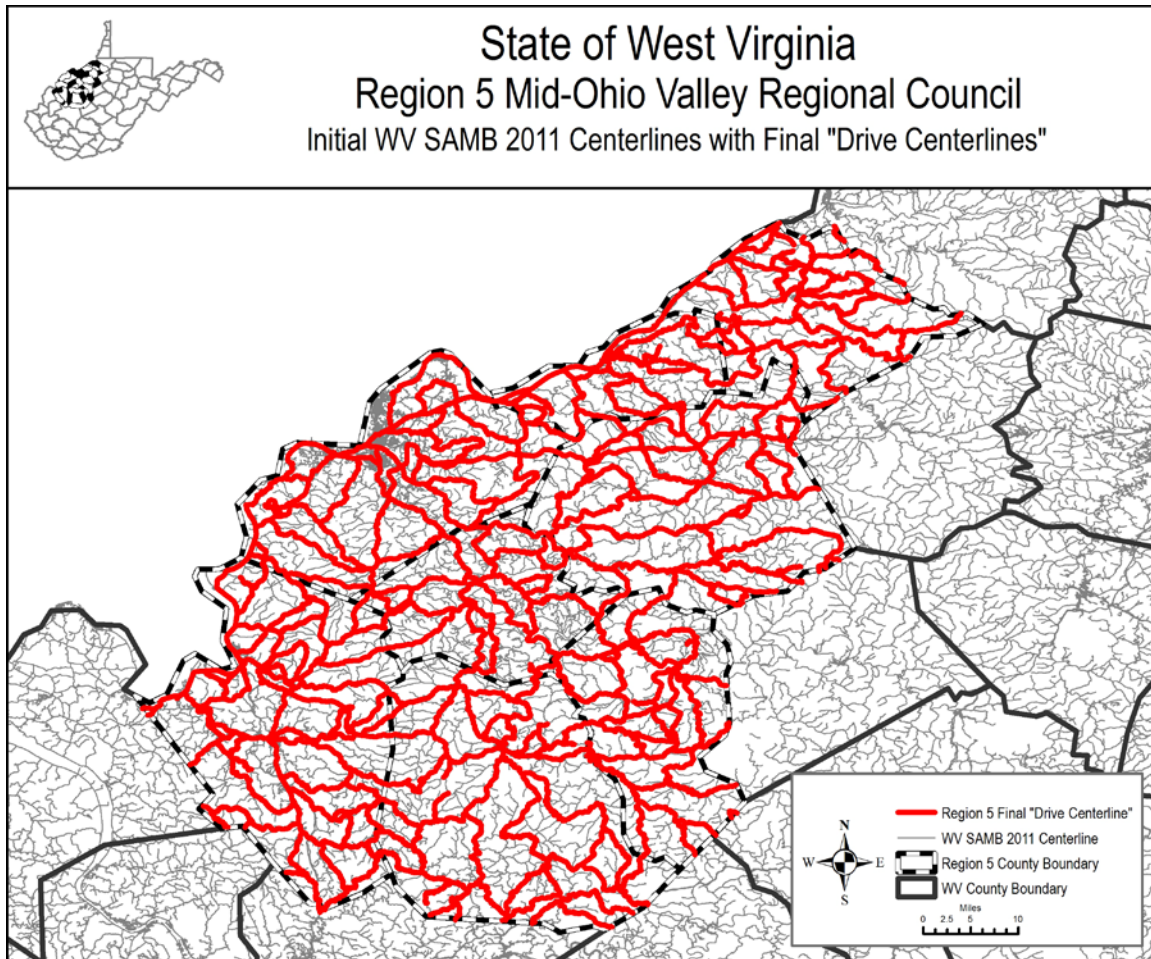


Figure 3—Roads Traveled During Drive-Testing

1.2.2 Speed Test Point Validation

There were a total of 41 speed test locations verified within Region 5.

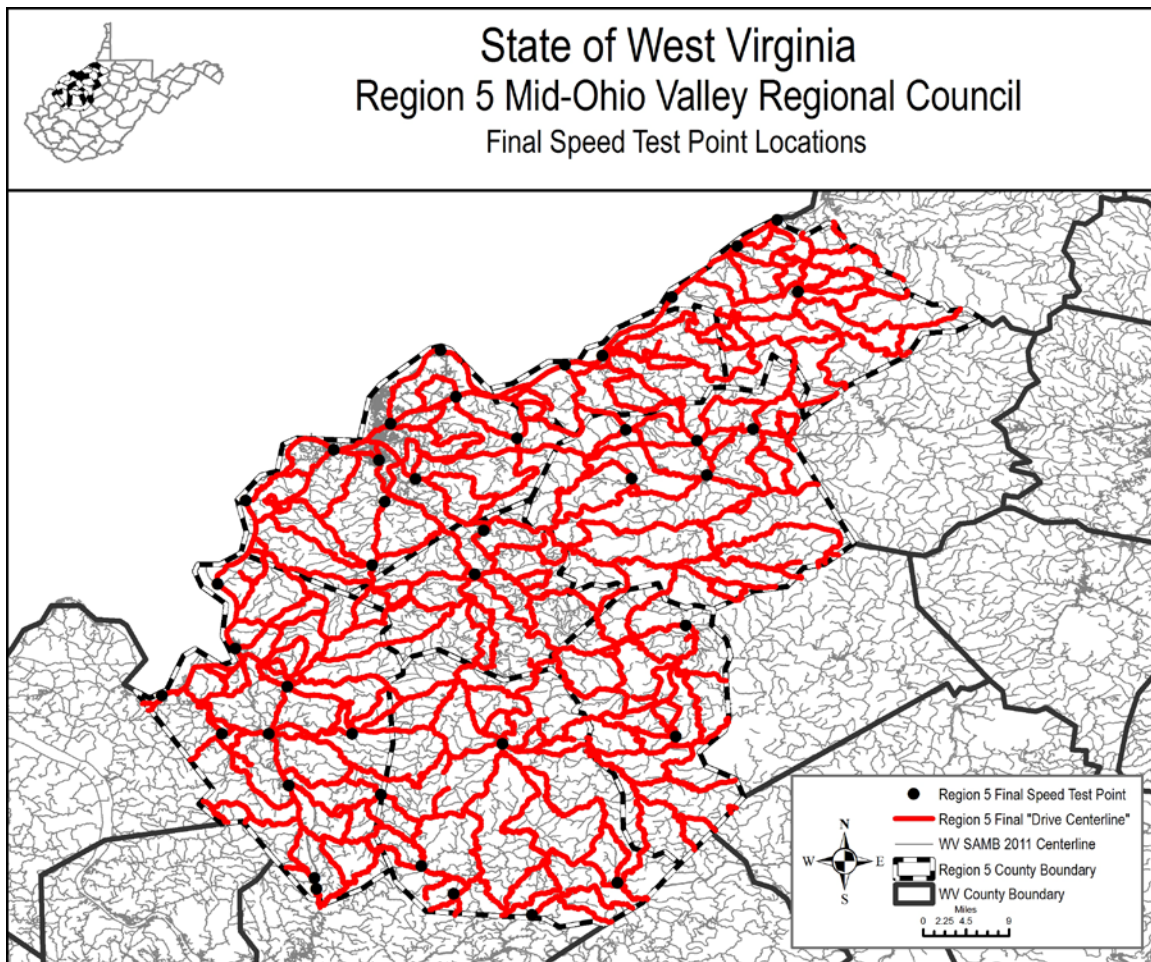


Figure 4—Final Speed Test Point Locations

2. TEST RESULTS

The drive-testing in Region 5 using smartphones was expected to show that good service exists in the urban areas and poor service in the rural areas of the region. In addition, it was expected that each of the providers being tested would have the service advertised in their NTIA submitted round 7 wireless coverage boundaries within the region. The QoS Software applications were user-friendly. It was easy to install the apps on the smartphones, and touching their icons on the screen opened them as expected. Analysis of the QoS Software application results involved the converting of .xml and .csv files into geodatabases and then making the appropriate comparisons.

2.1 QPerf Test Results

The QPerf application is a measure of carrier connectivity at specific locations, or speed test points. Data was uploaded to the QoS Website during the test. The data from the Website was downloaded as .csv files and converted into a geodatabase. The downstream and upstream speeds were then converted to the appropriate NTIA tier to match the Round 7 Wireless Coverage Polygons submitted by wireless providers as part of NTIA's Round 7 data collection effort. Analysis consisted of a location comparison, whereby the plotted locations of the test points were compared against their respective R7 coverage layer, as well as a comparison of the downstream and upstream speeds of the test points against the maximum speeds reported to the NTIA.

| Reference Chart #2: Speed Tiers | |
|---------------------------------|---|
| Code | Speed Tiers |
| 1 | Less than or equal to 200kbps |
| 2 | Greater than 200kbps and less than 768 kbps |
| 3 | Greater than or equal to 768kbps and less than 1.5 mbps |
| 4 | Greater than or equal to 1.5 mbps and less than 3 mbps |
| 5 | Greater than or equal to 3 mbps and less than 6 mbps |
| 6 | Greater than or equal to 6 mbps and less than 10 mbps |
| 7 | Greater than or equal to 10 mbps and less than 25 mbps |
| 8 | Greater than or equal to 25 mbps and less than 50 mbps |
| 9 | Greater than or equal to 50 mbps and less than 100 mbps |
| 10 | Greater than or equal to 100 mbps and less than 1 gbps |
| 11 | Greater than or equal to 1 gbps |

Figure 5—NTIA Speed Tiers

2.1.1 AT&T QPerf Results

Of the 41 speed test point locations within Region 5, 30 were located within the Round 7 wireless coverage polygon submitted by AT&T and should have obtained QPerf speed test results. However, 19 test points obtained results using the AT&T mobile network within Region 5. Of these 19 points, 18 were within the AT&T submitted coverage polygon, and one point was not within the AT&T submitted coverage polygon. Maximum advertised downstream values for the entire area are a value of four on the NTIA Speed Tier and maximum advertised upstream values for

the entire area are a value of three on the NTIA Speed Tier. Of the 18 test points obtaining results within the submitted coverage polygon, 16 met or exceeded the maximum advertised value for downstream coverage and 13 met or exceeded the maximum advertised value for upstream coverage.

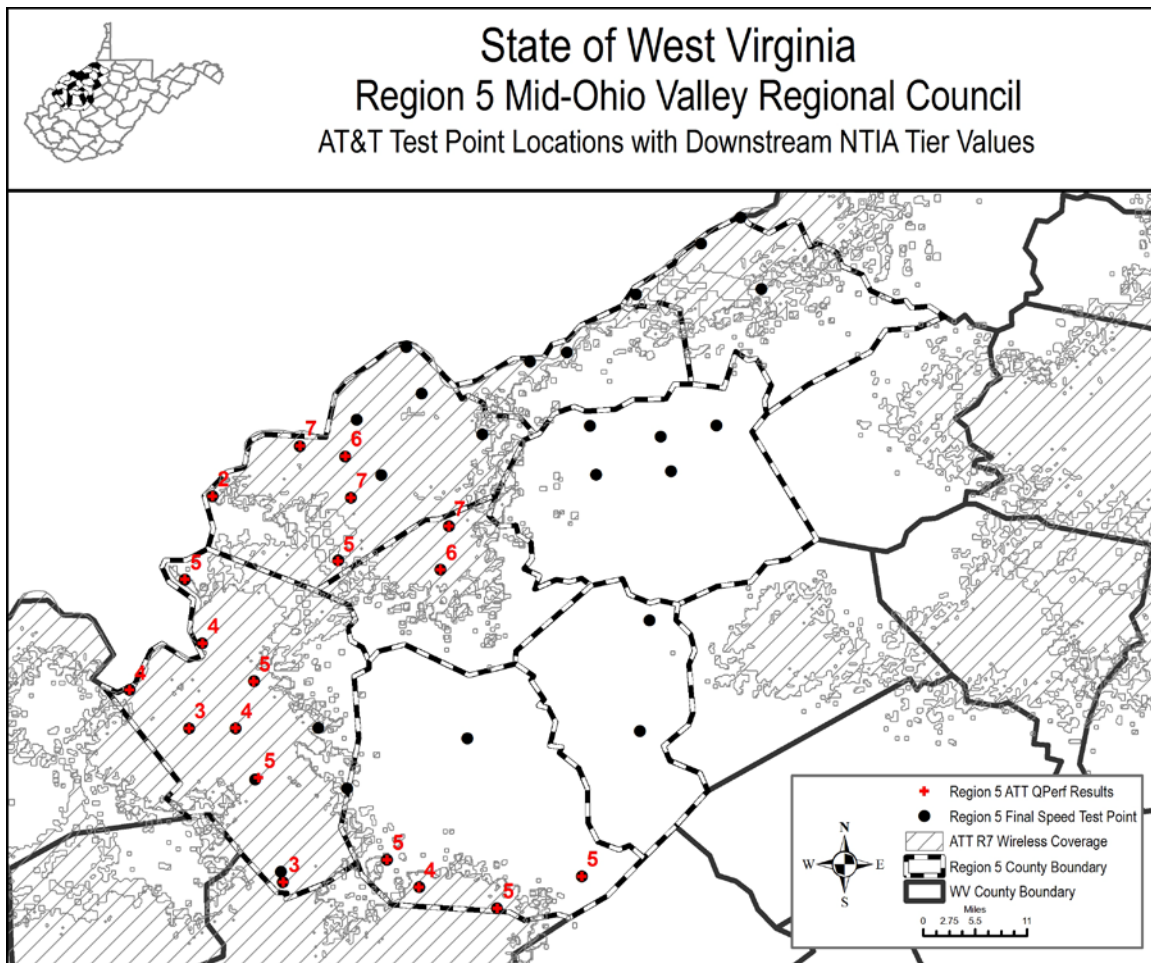


Figure 6—AT&T Downstream Speed Values

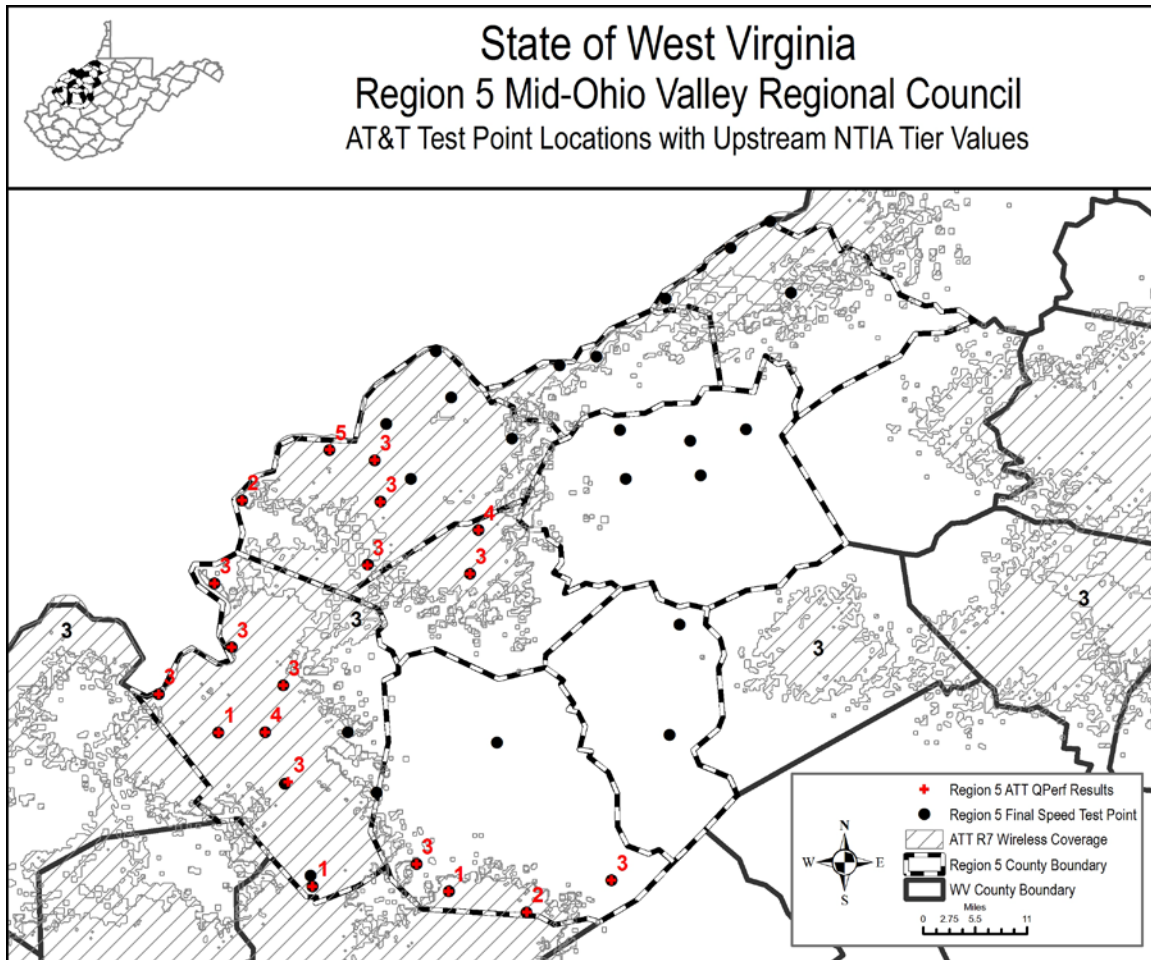


Figure 7—AT&T Upstream Speed Values

2.1.2 nTelos QPerf Results

Of the 41 speed test point locations within Region 5, nine were located within the Round 7 wireless coverage polygon submitted by nTelos and should have obtained QPerf speed test results. However, 14 test points obtained results using the nTelos mobile network within Region 5. Of these 14 points, six were within the nTelos submitted coverage polygon and eight were not within the nTelos submitted coverage polygon. Maximum advertised downstream values for the entire area are a value of three on the NTIA Speed Tier and maximum advertised upstream values for the entire area are a value of two on the NTIA Speed Tier. Of the six test points obtaining results within the submitted coverage polygon, three met or exceeded the maximum advertised value for downstream coverage and six met or exceeded the maximum advertised value for upstream coverage.

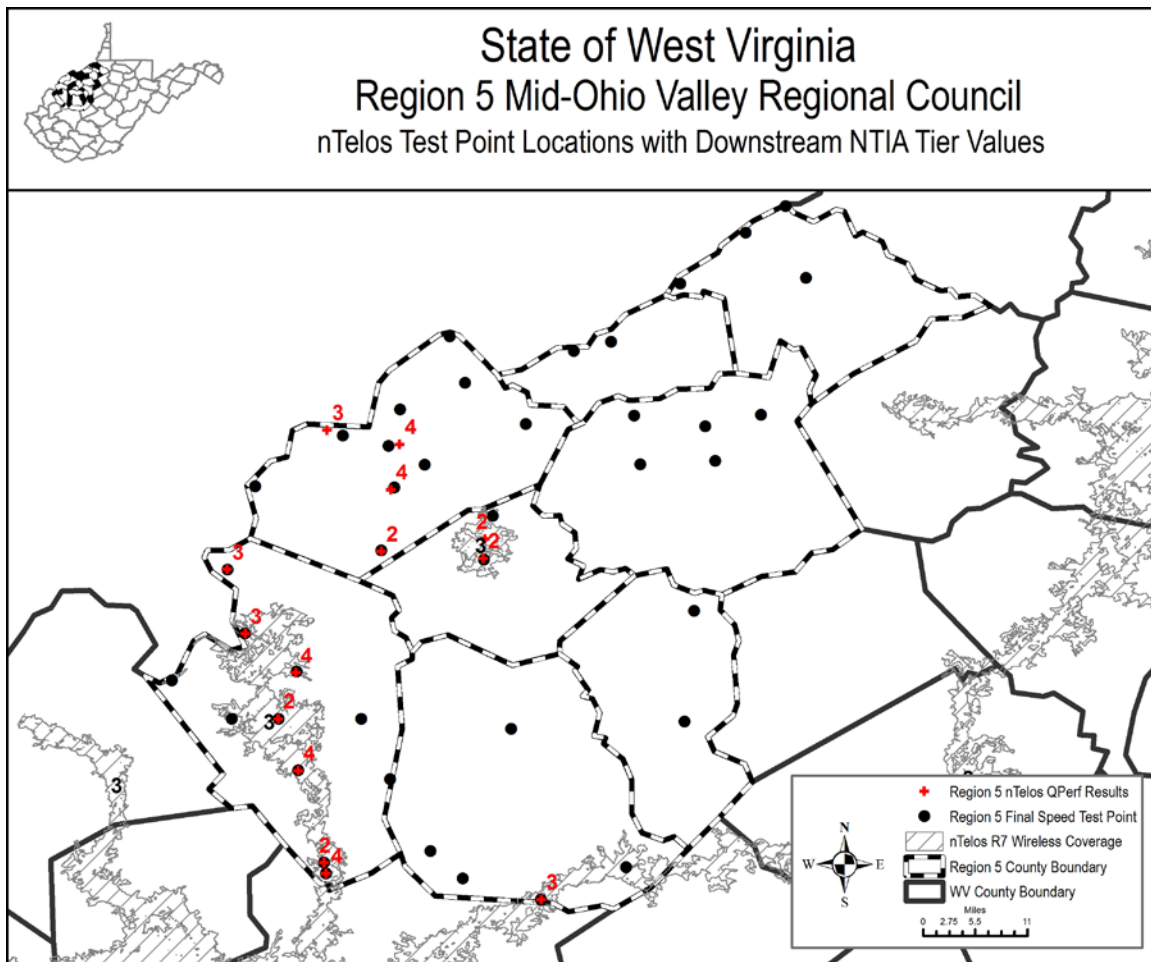


Figure 8—nTelos Downstream Speed Values

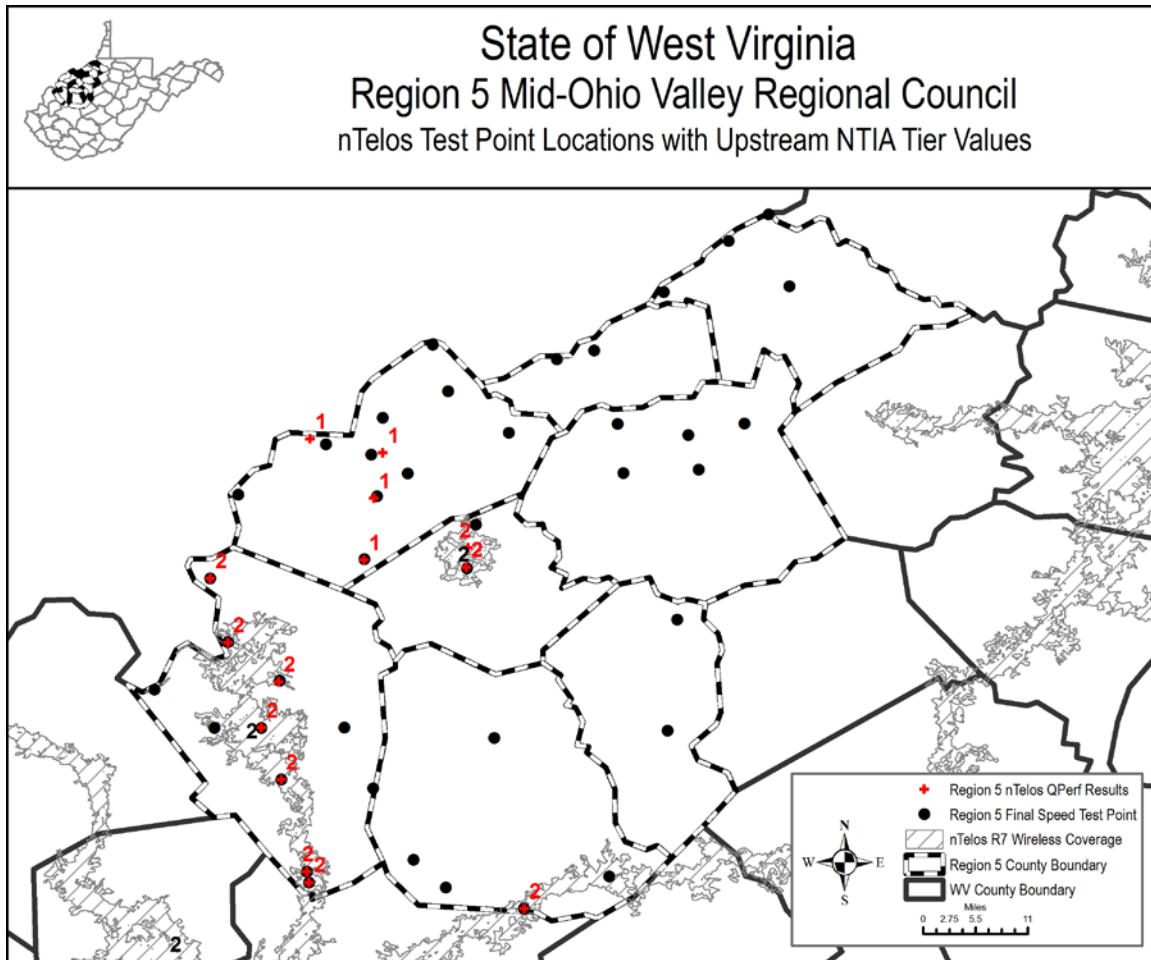


Figure 9—nTelos Upstream Speed Values

2.1.3 US Cellular QPerf Results

Of the 41 speed test point locations within Region 5, none were located within the Round 7 wireless coverage polygon submitted by US Cellular. However, seven test points obtained results using the US Cellular mobile network within Region 5.

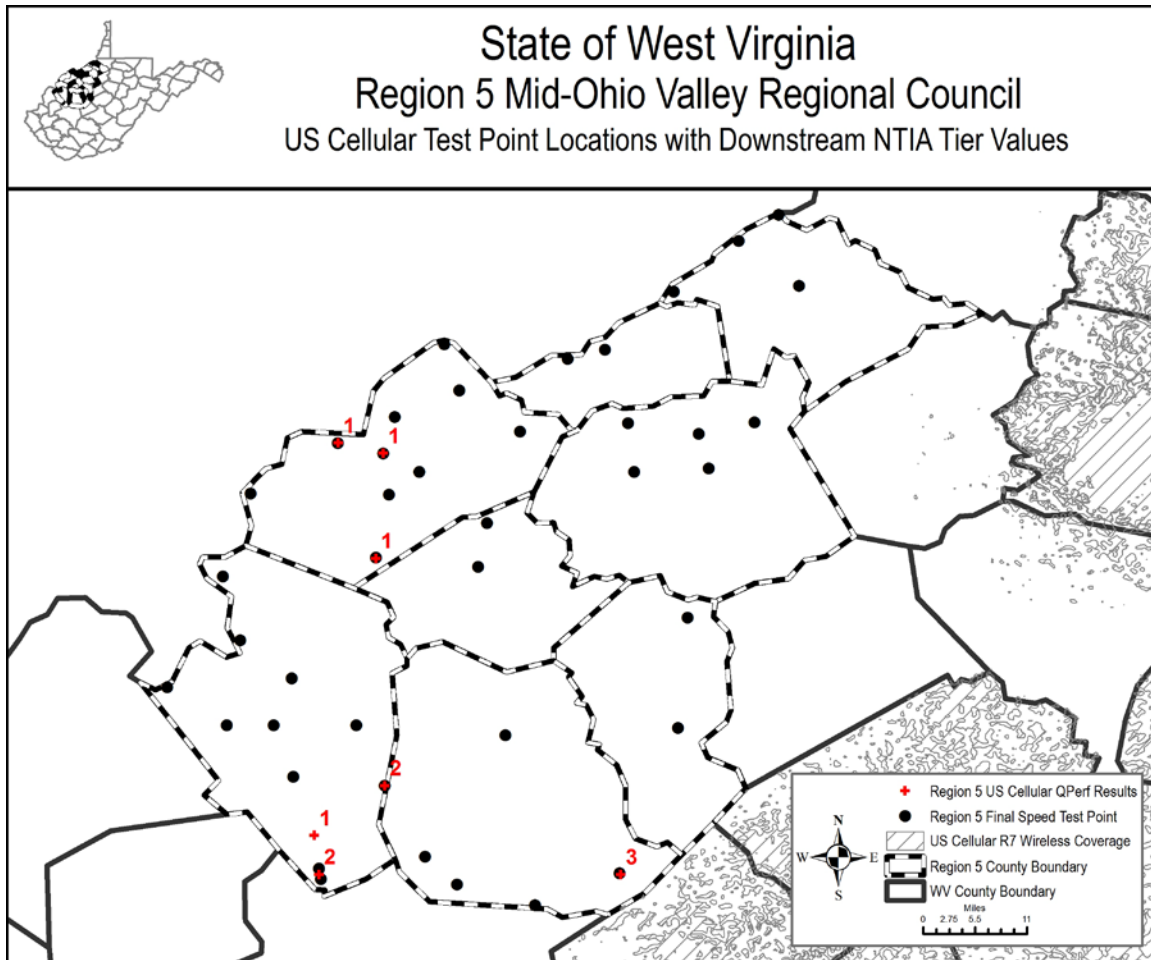


Figure 10—US Cellular Downstream Speed Values

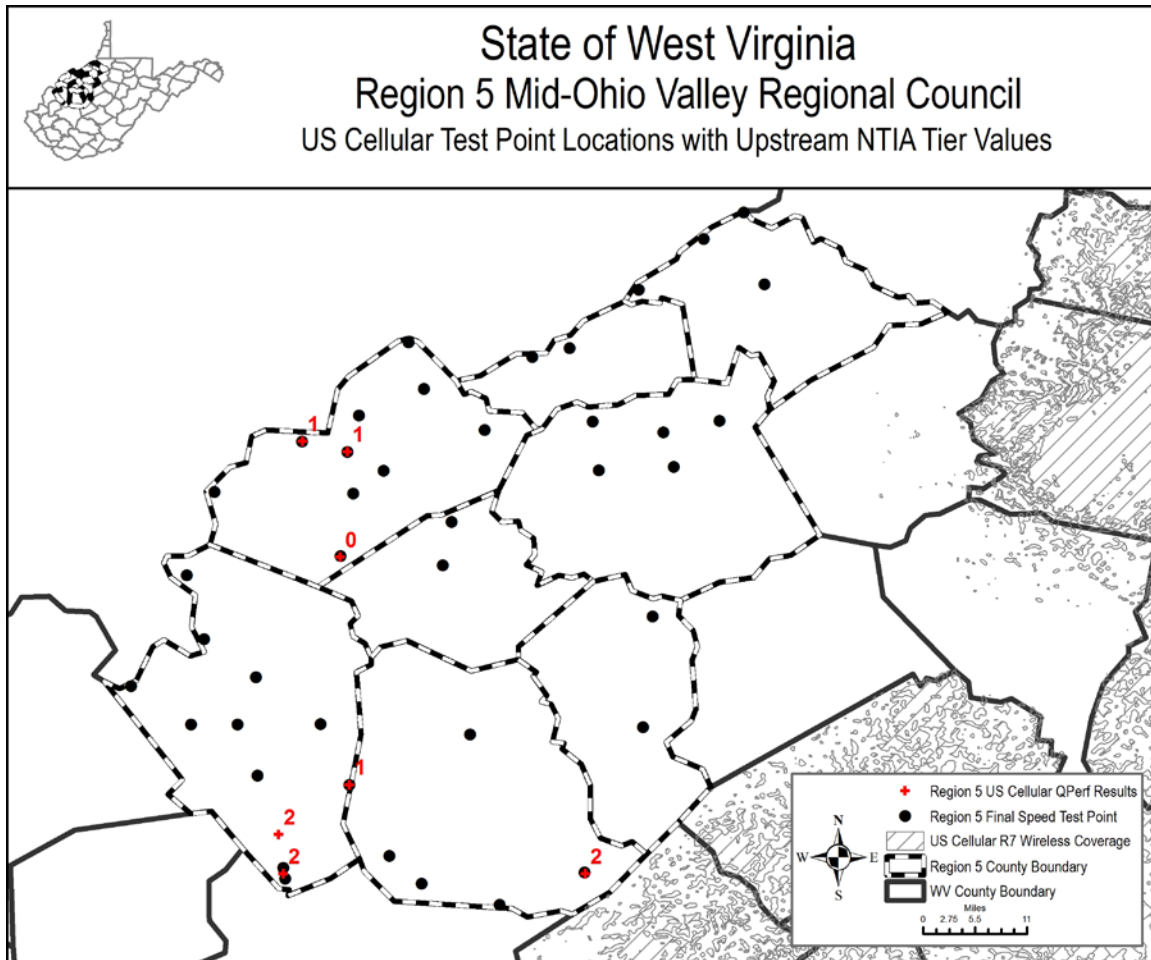


Figure 11—US Cellular Upstream Speed Values

2.1.4 Verizon QPerf Results

Of the 41 speed test point locations within Region 5, 33 were located within the Round 7 wireless coverage polygon submitted by Verizon and should have obtained QPerf speed test results. However, only 19 test points obtained results using the Verizon mobile network within Region 5 and all but one were located within the Verizon submitted coverage polygon. Maximum advertised downstream values for the entire area are a value of three on the NTIA Speed Tier and maximum advertised upstream values for the entire area are a value of two on the NTIA Speed Tier. Of the 18 test points obtaining results within the submitted coverage polygon, 17 met or exceeded the maximum advertised value for downstream coverage and 16 met or exceeded the maximum advertised value for upstream coverage.

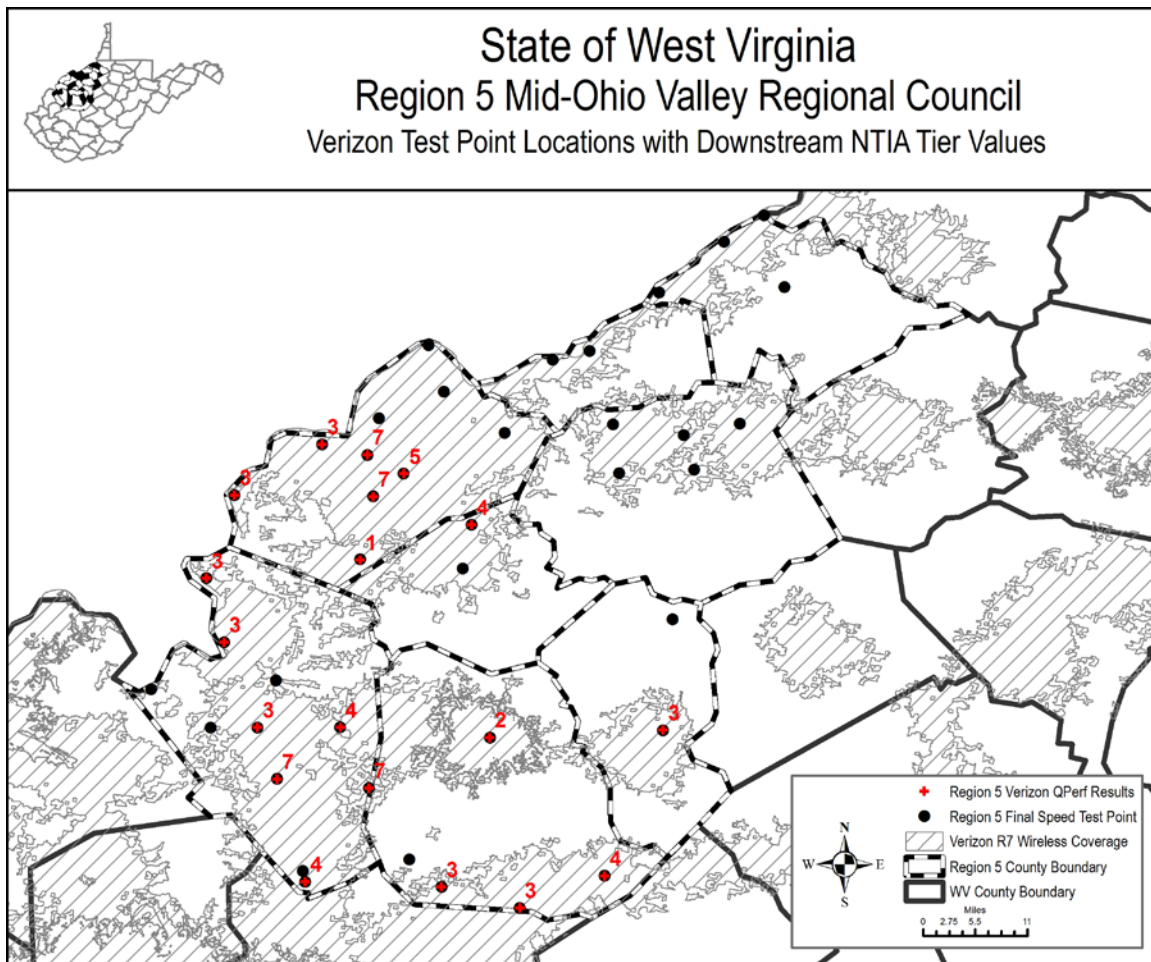


Figure 12—Verizon Downstream Speed Values

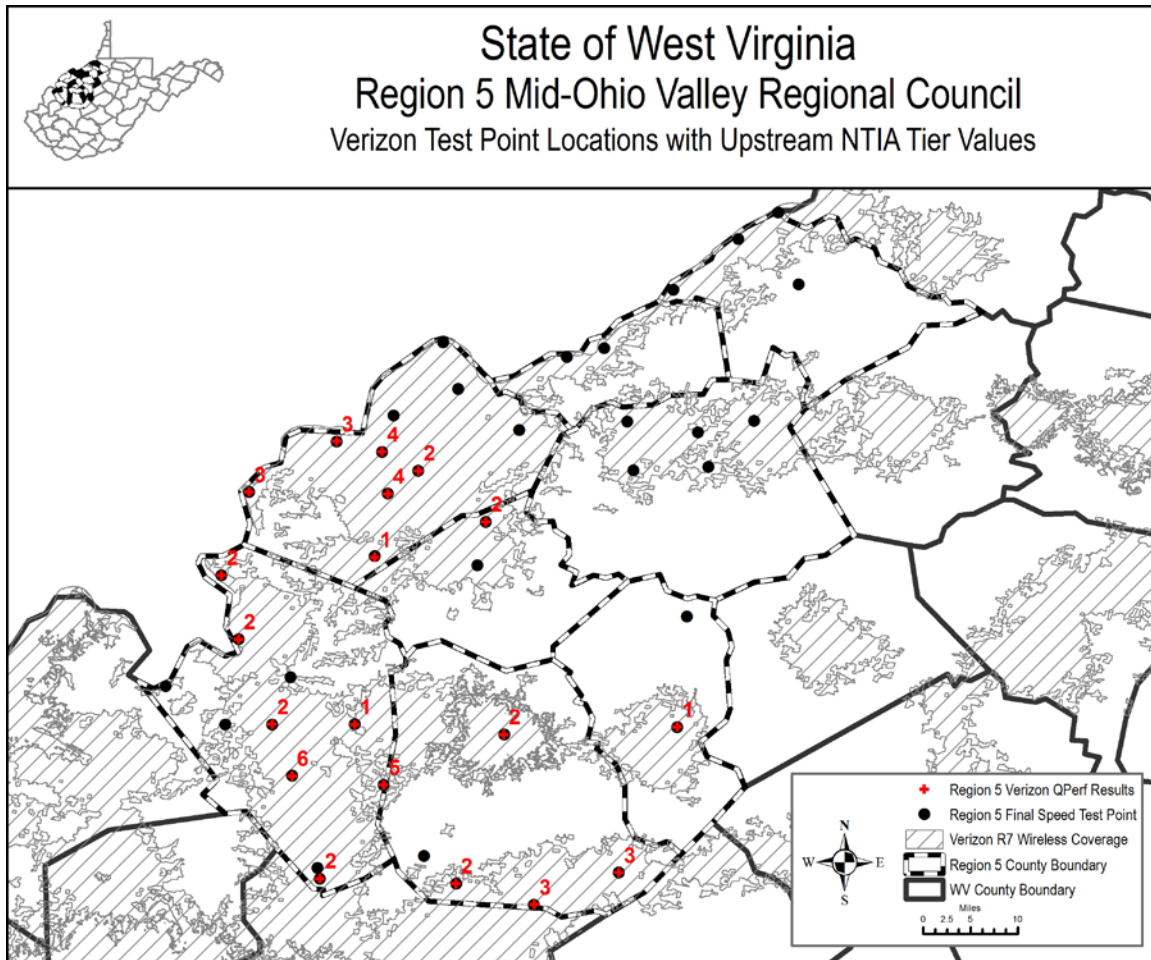


Figure 13—Verizon Upstream Speed Values

2.2 QCarrier Test Results

The QCarrier application is a measure of signal strength along the roads that were traveled during drive-testing. A record is created every 10 seconds or whenever the signal strength changes, and is stored in an .xml file directly on each phone. In general, it was found that there is acceptable coverage within the urban areas of the region and very limited coverage in the rural parts of the region for all carriers. Attributes used for analysis include the RSSI_DM field which is Received Signal Strength Indication, measured in DBm, and the EC/IO field, which is the signal strength relative to interference, measured in dB*10.

2.2.1 AT&T QCarrier Results

There were 40,333 points plotted within the AT&T network in Region 5. There were 11,333 points that obtained no data, indicating no signal strength. The signal strength ranged from -53 to -113 DBm. There was no EC/IO data

collected for these points, as AT&T uses a Global System for Mobile Communication (GSM), which does not measure this value. The final drive centerlines shown with no phone data overlaid indicate areas where the phone was not able to connect to a GPS satellite, had no cellular service, and was not able to track the location of the phone.

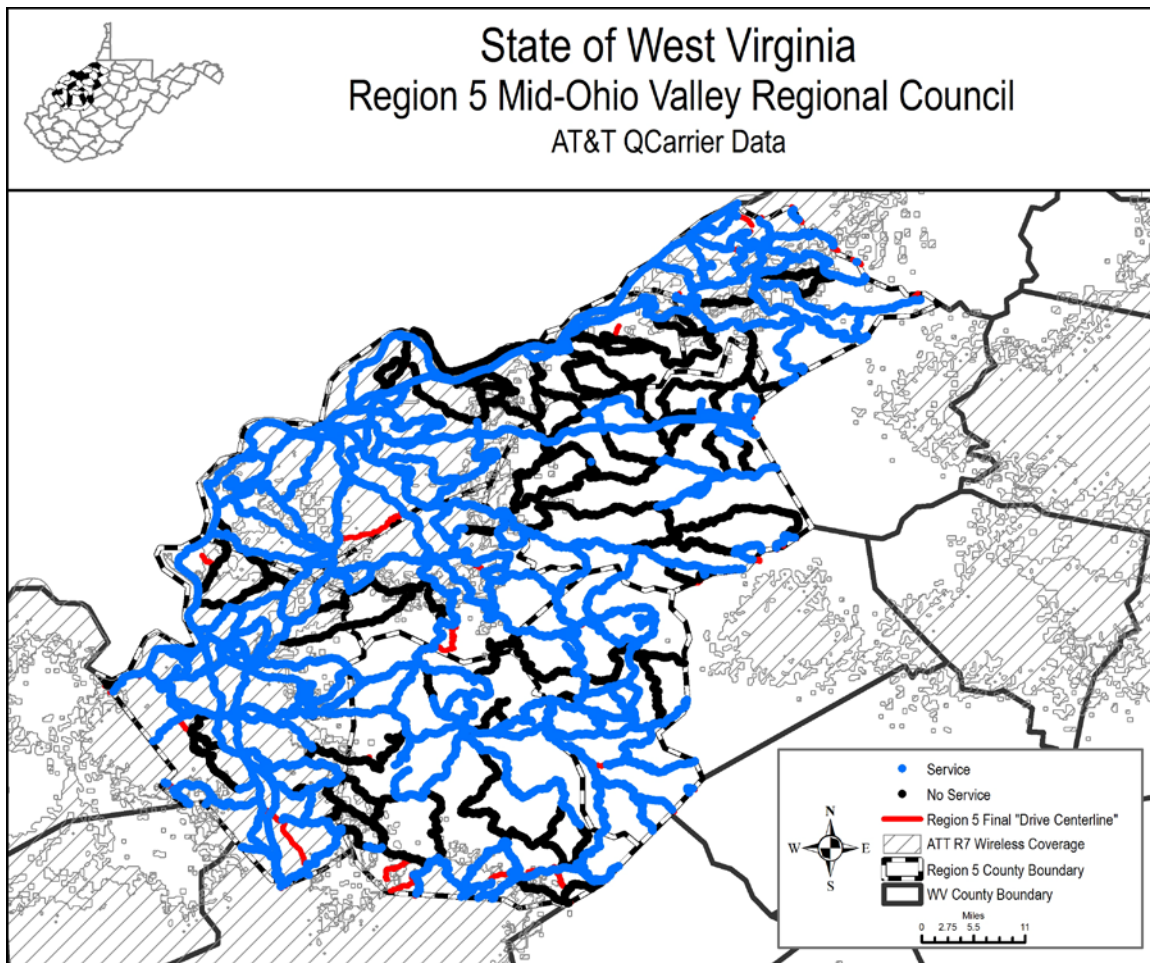


Figure 14—AT&T QCarrier Results, Based on RSSI_DM

2.2.2 nTelos QCarrier Results

There were 60,715 points plotted within the nTelos network in Region 5. The signal strength ranged from -50 to -105 DBm. The EC/IO data ranged from -90 to -160, with the majority of points falling at -160. This indicates areas where calls cannot connect, or calls are dropped constantly.¹ The final drive centerlines shown with no phone data overlaid

¹ <http://www.telecomhall.com/what-is-ecio-and-ebno.aspx>

indicate areas where the phone was not able to connect to a GPS satellite, had no cellular service, and was not able to track the location of the phone.

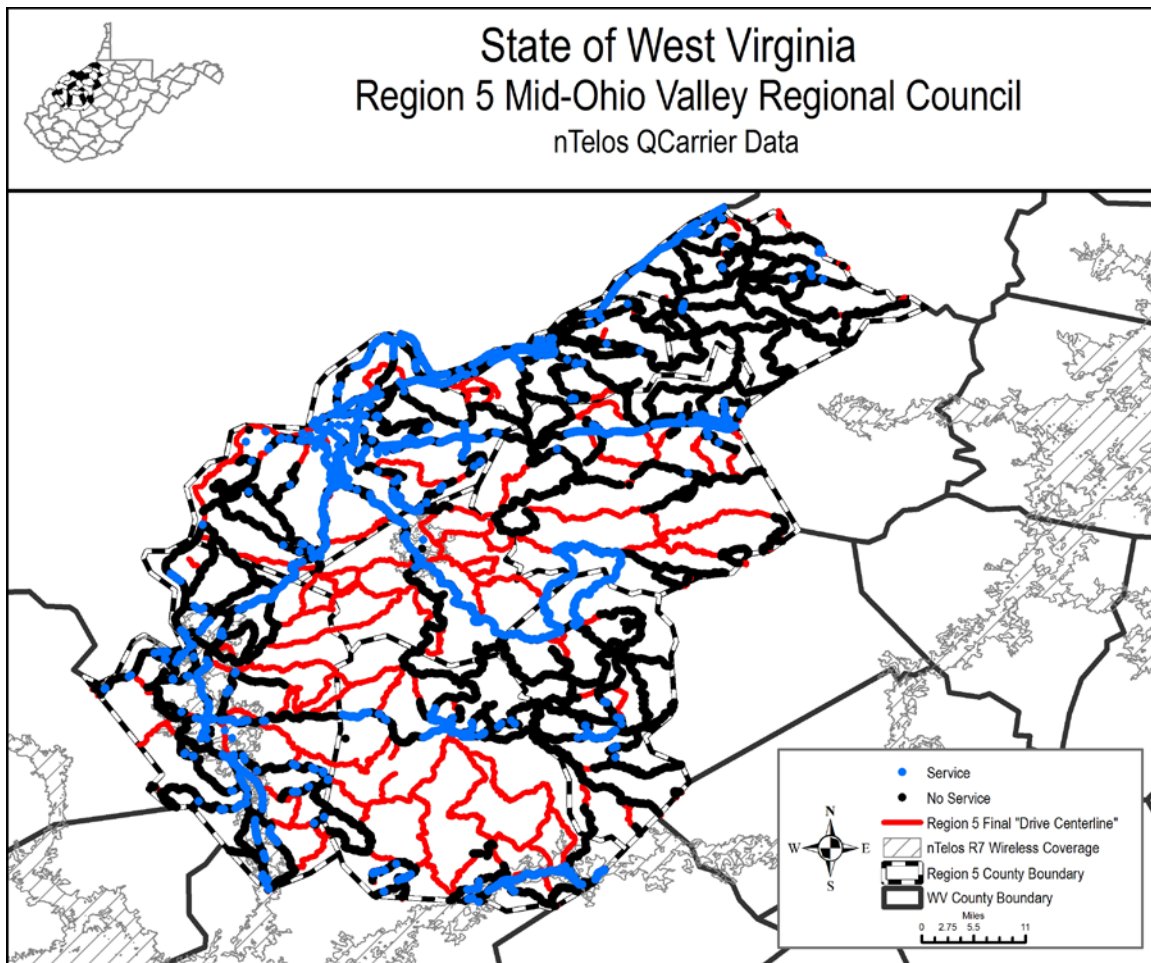


Figure 15—nTelos QCarrier Results, Based on EC/IO

2.2.3 US Cellular QCarrier Results

There were 47,013 points plotted within the US Cellular network in Region 5. The signal strength ranged from -46 to -125 DBm. The EC/IO data ranged from -5 to -160. EC/IO data of -160 indicates areas where calls cannot connect, or calls are dropped constantly.² The final drive centerlines shown with no phone data overlaid indicate areas where

² <http://www.telecomhall.com/what-is-ecio-and-ebno.aspx>

the phone was not able to connect to a GPS satellite, had no cellular service, and was not able to track the location of the phone.

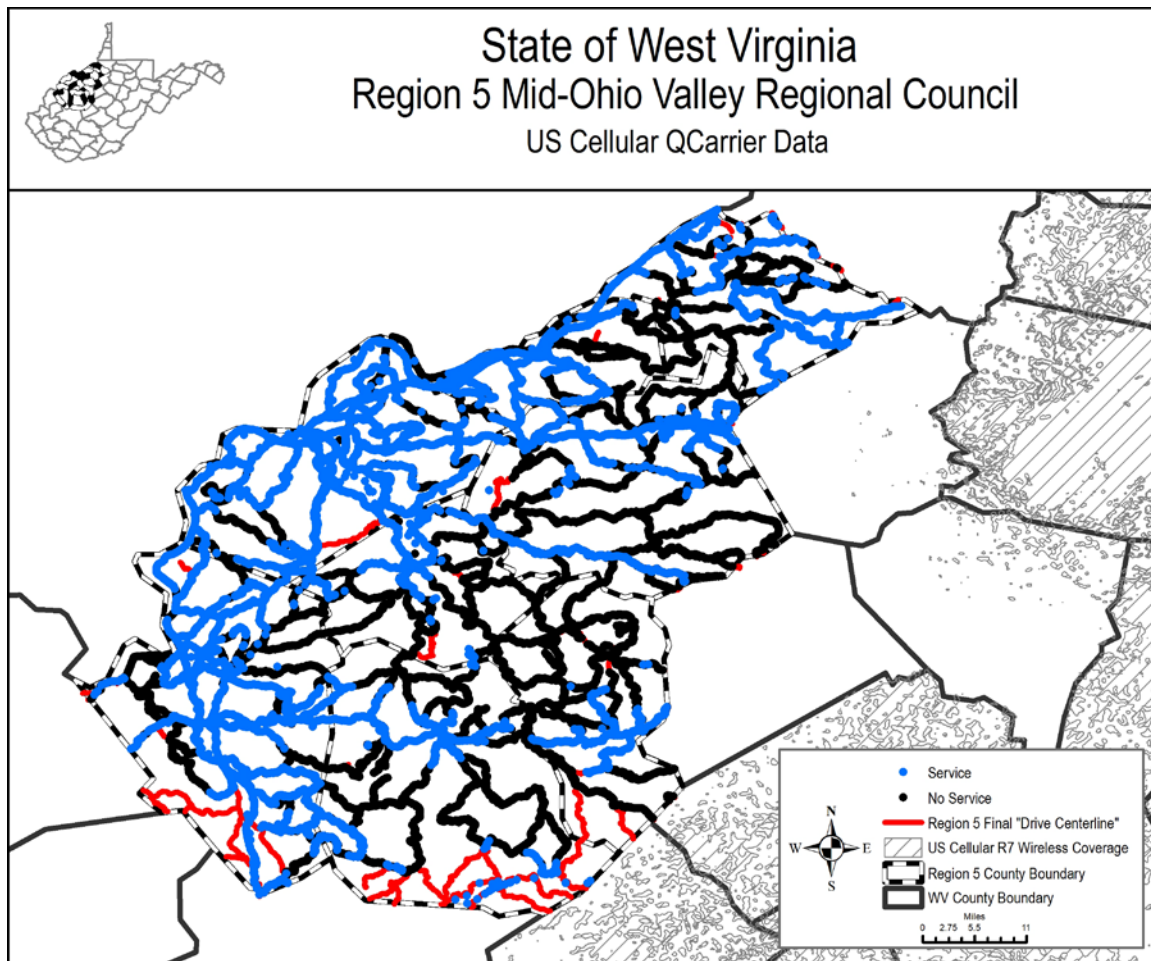


Figure 16—US Cellular QCarrier Results, Based on EC/IO

2.2.4 Verizon QCarrier Results

There were 39,400 points plotted within the Verizon network in Region 5. The signal strength ranged from -53 to -125 DBm. The EC/IO data ranged from -10 to -160. EC/IO data of -160 indicates areas where calls cannot connect, or calls are dropped constantly.³ The final drive centerlines shown with no phone data overlaid indicate areas where the phone was not able to connect to a GPS satellite, had no cellular service, and was not able to track the location of the phone.

³ <http://www.telecomhall.com/what-is-ecio-and-ebno.aspx>

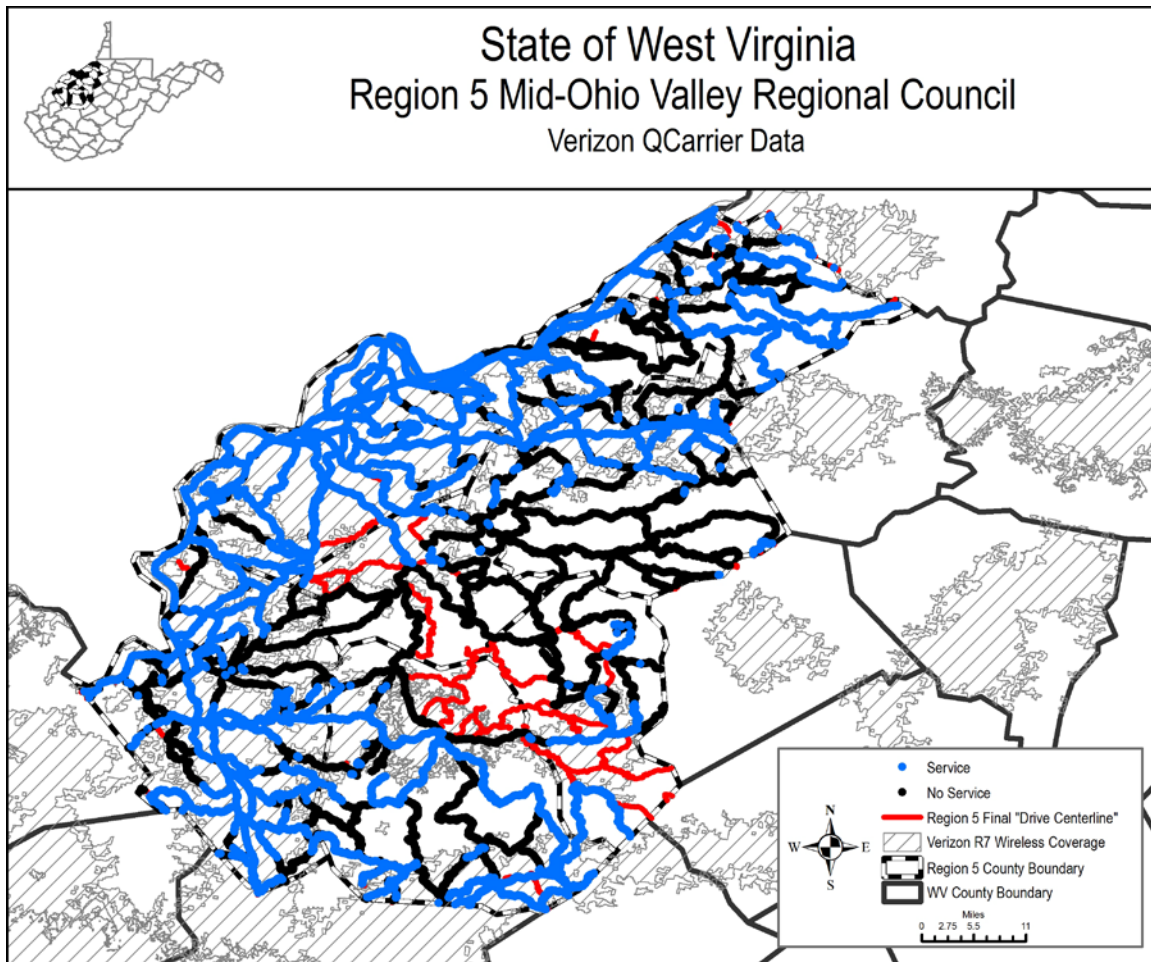


Figure 17—Verizon QCarrier Results, Based on EC/IO

2.3 West Virginia Broadband Mapping Survey Results

As requested by the Region, LR Kimball is providing a summary of participation results for the West Virginia Broadband Mapping Program's Broadband Survey program. Residents of West Virginia have been asked to provide feedback to the State regarding their broadband access. There are two surveys available. One is for broadband feedback, and one is to measure broadband speed at a specific location. The surveys are located at <http://gis2.kimballdata.com/westvirginiaonline/WVBroadbandSurvey> and <http://gis2.kimballdata.com/westvirginiaonline/wvspeedtest>. As of June 1, 2013, 272 residents participated in the survey by taking the broadband survey, 283 residents participated by taking the speed test and 142 residents provided user feedback through the broadband survey website. These results are on a statewide basis.

Region 5 had a total of 59 participants: 20 provided user feedback, 23 took the broadband survey and 16 took the speed test. Of the 20 residents providing user feedback, 11 indicated that the map shows that broadband is available, but in reality it is not available at their residence and two indicated that the map does not show that broadband is available, but it is available at their residence. The remaining seven participants indicated "other." Providers listed for the broadband survey and speed test include Armstrong Telephone Company WV, Frontier, Suddenlink and Wildblue. The majority of residents indicated that they had poor broadband service at their residence/business. Comments include the following:

- I've been asking for broadband for years. If it doesn't come soon I'm considering Hughes net. My wife couldn't take her on line college classes. We can't use Skype to talk with family in the UK. Many times on this patched up phone wire calls would just drop.
- Not available here. My dial up speed is 26.4 kbps and 28.8kbps depending on the weather.
- We have dial up. The only way to get good internet access out in the woods in this area is to have satellite service.
- Although I do have Hughes Net's self-described broadband, it has a lot to be desired. I pay almost 100.00 per month for this service and although it is better than dial-up, it is not worth the money that they charge for limited access.
- As working in the IT field for the last 10 years I have had experience with various ISPs. The Calhoun County area thus far has been the worst covered area I have come across for stable power, ISP coverage/provider choices and wireless (cellular coverage).
- I am very active in several volunteer organizations and spend a lot of time on the computer for this reason. It would be great if I did not have to take so much time on this slow dial up. There are many things I cannot do with pictures.
- I was promised much faster internet speed when I signed up but now they tell me I am too far out to have fast speed I would like to have a web page for my business but with the internet I have that's impossible.
- Need broadband for working from home. Have called Frontier and they have no plan to provide access to us. How do we know if we will ever get access?
- Need to update your database in Wirt County to reflect new 911 addresses.
- Our household would use broadband for all of the items on the list. Also, for work purposes.
- Supposed to get 6Mbps but often get less than 10% of that download speed.
- The only option my parents have at their location is AT&T mobile broadband. No other wireless carrier is able to get service at this address. At this time, AT&T charges an arm and a leg for their service, then limits the amount of data you can use.
- There are a few slow transmission periods throughout the day but generally we are satisfied with the DSL internet service we have.
- Works more than 95% of the time. Hardly ever slows down.

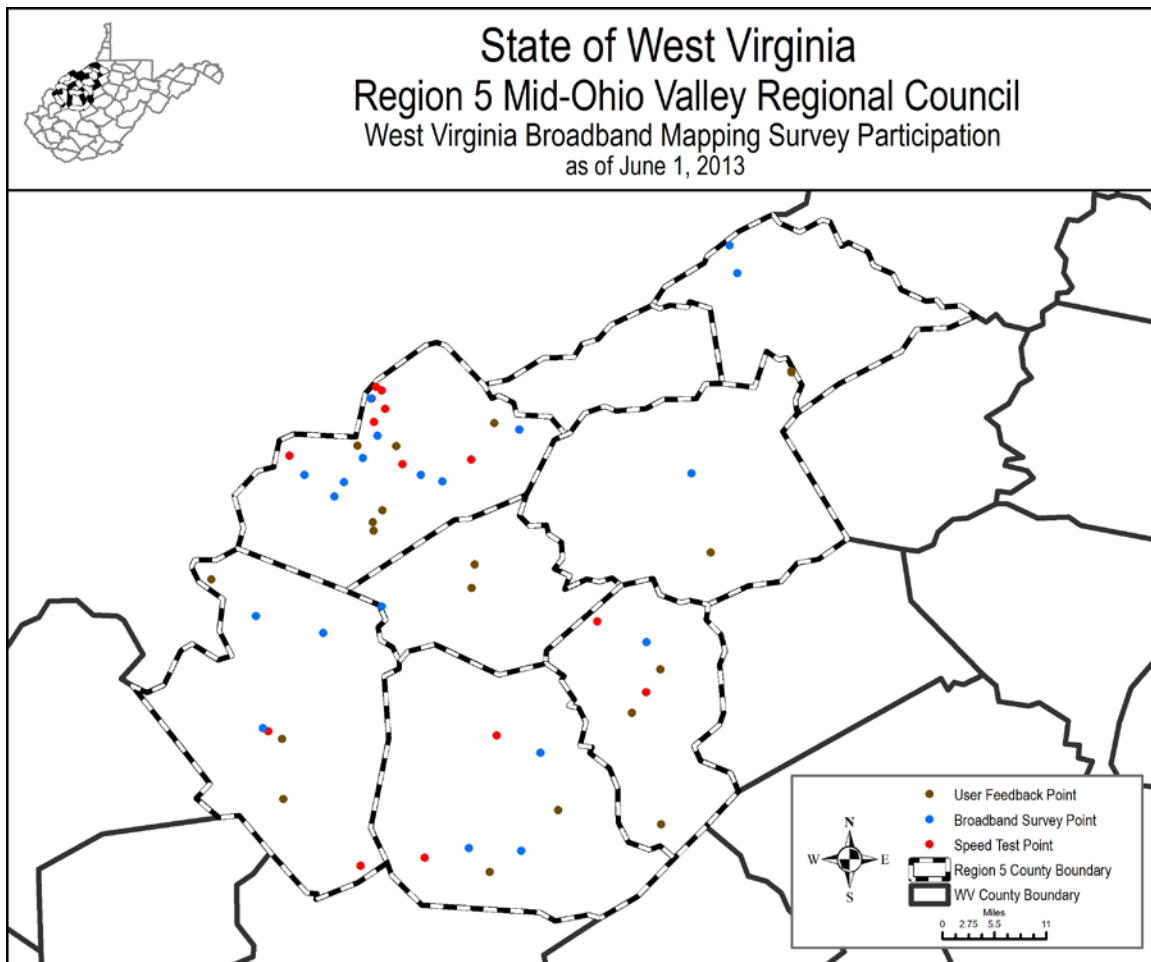


Figure 18—Broadband Survey Participant Locations

3. CONCLUSION

3.1 Carrier Connectivity

Carrier connectivity for the AT&T and Verizon networks proved to exist as anticipated with good coverage in the urban areas and poor to non-existent coverage in the rural areas of Region 5. Both carriers submitted acceptable designations of their coverage areas to the NTIA. Carrier connectivity for the nTelos and US Cellular networks proved to be better than expected and showed discrepancies in reported coverage boundaries for both the urban and rural areas of Region 5.

3.2 Recommendations

There are several areas within Region 5 having very limited cell carrier connectivity. Unfortunately, the topography and demographics of this area of West Virginia is not conducive to the efficient construction of additional cell towers, as it would be difficult to reach a large number of potential customers with one tower. However, it is recommended that the region continue to look at other possible broadband technologies to build out last mile capabilities for residents within the region. Broadband technologies are described in more detail in the following section.

One of the most noted comments by L.R. Kimball field technicians throughout their drive-testing within the State is the lack of appropriate road name signage. It is highly recommended that the regional councils encourage their participating counties to erect street signs at each intersection according to addressing standards once county SAMB addressing data has been verified and approved by the United States Postal Service. The "West Virginia E9-1-1 Addressing Reference Guide, Version 2.1" contains guidelines regarding road signage, and should be used for reference.⁴

It should also be noted that several of the roads traveled during the drive-testing were found to not be suitable for non-four-wheel-drive vehicle use. Some SAMB road classification may need to be reviewed in some areas over time to assure road classifications meet the road types for dispatching vehicles as it may be difficult for emergency vehicles to travel some of these rural roads. Travelers unfamiliar with some of these areas following GPS-given directions could find themselves in a challenging, potentially dangerous road situation if assuming a road is a certain road classification.

3.3 Broadband Technologies

This section will give a high level overview of the different types of bandwidth transport mediums and types of service providers available in the industry today.

3.3.1 Cable

The Cable TV providers throughout the country have migrated and grown to be much more than simply video programming providers. The cable providers are now providing cable internet speeds much faster than DSL, satellite

⁴ <http://www.dhsem.wv.gov/gis/Documents/reference%20guide.pdf>

and dial-up. Another advantage is in discounts that can be realized by the end user through bundled service offerings. These bundled services usually offer TV, high speed internet access and phone services.

The transport method to the end user is typically using fiber optic cables from the head end office at the cable company to a common fiber node in the field which is then converted to coaxial cable to the end user's location. This technology, in conjunction with other elements in the network, allows for high speed internet access to be a reality. With this technology the bandwidth speeds realized can be up to 50 Mbps.

The cable providers are improving as time goes by but consumers are more likely to lose cable service before traditional telephone service. One reason for this may be due to the standards followed by cable providers when installing the outside plant facilities. Poor weather conditions can cause outages.

In areas such as West Virginia, high amounts of rock and granite tend to make the installation of such outside plant facilities expensive to construct, making the offering non cost-effective for the provider.

3.3.2 Fiber Optics

Fiber Optic technology is used by nearly all providers to deliver the voice, video, and data included with high speed internet access. A very high level description of fiber optic technology is an electronic signal (traditional) that is converted to an optical signal through an optical transmitter. This optical signal will transmit through the optical fiber to an end point. In some areas of the country, a few of the local exchange carriers such as Verizon and AT&T have optical service to their residents. Optical gear is expensive to purchase for large networks and the cost of construction, like all outside plants, tends to be expensive to deploy.

The following table and scenario is provided by <http://www.lageman.com/bandwidth.htm>.⁵ Using a file size of 1,000,000,000.00 bytes (1,000.00 Megabytes) the following download speeds are projected using standard calculations and demonstrating bandwidth use with a T1 (1.5Mbps) as the standard. Notice the faster OC speeds are ideal for voice, video, applications mirroring, and disaster recovery hot sites because the speeds of mirroring systems are relatively instantaneous.

| | | | |
|----------|--------------|----------|-----------------|
| 128 K | 128,000 bps | 17:21:40 | 91% slower |
| 256 K | 256,000 bps | 8:40:50 | 83% slower |
| 512K | 512,000 bps | 4:20:25 | 66% slower |
| 768 K | 768,000 bps | 2:53:37 | 50% slower |
| T1, DS-1 | 1.544 Mbps | 1:26:21 | BASELINE |
| T3, DS-3 | 44.736 Mbps | 2:59 | 2,748% faster |
| OC-3 | 115.520 Mbps | 51 | 9,973% faster |
| OC-12 | 622.080 Mbps | 13 | 40,191% faster |
| OC-48 | 2.488 Gbps | 3 | 161,040% faster |
| OC-192 | 10 Gbps | 1 | 647,569% faster |

Figure 19—Typical Download Speeds Using Standard Mediums

⁵ <http://www.lageman.com/bandwidth.htm>

3.3.3 Digital Subscriber Line

Where typically delivered by the Local Exchange Carriers (LEC), which provide very reliable services, there is normally very little downtime using Digital Subscriber Line (DSL). The DSL services provided by the LECs are competitive in price to other service providers in the same market segment. DSL can be purchased at different speeds up to a maximum speed. DSL can use a medium transport for data over the existing twisted pair cabling.

Advertised bandwidth speeds for DSL are good and much better than dial-up services. DSL is typically delivered by the LECs over twisted pair facilities which may limit the through-put speeds desired. Extremely fast speed may require other types of services such as Asymmetrical Digital Subscriber Line (ADSL) and Symmetrical Digital Subscriber Line (SDSL), T-1, T-3 etc.

3.3.4 Wireless

Wireless technology uses radio waves as a medium of communication.

With consideration to the remote locations attempting to be serviced <http://www.broadband.gov> describes wireless broadband in the following five bullets:⁶

- Wireless broadband connects a home or business to the Internet using a radio link between the customer's location and the service provider's facility. Wireless broadband can be mobile or fixed.
- Wireless technologies using longer-range directional equipment provide broadband service in remote or sparsely populated areas where DSL or cable modem service would be costly to provide. Speeds are generally comparable to DSL and cable modem. An external antenna is usually required.
- Wireless broadband Internet access services offered over fixed networks allow consumers to access the Internet from a fixed point while stationary and often require a direct line-of-sight between the wireless transmitter and receiver. These services have been offered using both licensed spectrum and unlicensed devices. For example, thousands of small Wireless Internet Services Providers (WISPs) provide such wireless broadband at speeds of around one Mbps using unlicensed devices, often in rural areas not served by cable or wireline broadband networks.
- Wireless Local Area Networks (WLANs) provide wireless broadband access over shorter distances and are often used to extend the reach of a "last-mile" wireline or fixed wireless broadband connection within a home, building, or campus environment. Wi-Fi networks use unlicensed devices and can be designed for private access within a home or business, or be used for public Internet access at "hot spots" such as restaurants, coffee shops, hotels, airports, convention centers, and city parks.
- Mobile wireless broadband services are also becoming available from mobile telephone service providers and others. These services are generally appropriate for highly-mobile customers and require a special PC

⁶ http://www.broadband.gov/broadband_types.html#wireless

card with a built in antenna that plugs into a user's laptop computer. Generally, they provide lower speeds, in the range of several hundred Kbps.

3.3.4.1 Cellular

Cellular Internet service is based on a cellular architecture that consists of a backbone network with fixed base stations interconnected through the wired public switched telephone network (PSTN).

3.3.4.2 Satellite

Satellite access is another type of wireless transport.

One should consider that satellite communications can be highly affected by atmospheric conditions as well as severe weather. Intermittent and sporadic interruptions are very possible.

Lower orbiting satellites are used today to provide many services to our population such as (but not limited to) communications and video transmission. Satellite broadband is also a key element in providing necessary links for delivering access to the end user. Although faster than dial-up one could realize speeds of 500 Kbps downstream and 80 to 100 Kbps upstream.

3.3.4.3 WiMAX

The network WiMAX is known as Worldwide Interoperability for Microwave Access and known to the technical community as IEEE, 802.16 (WiMAX). WiMAX is thought by many to be the technology that will deliver access to the majority of the population in the near future. WiMAX is an option when considering the last mile connection to the end user.

The data rates are 30 to 70 Mbps. A 30 mile radius for access is possible. WiMAX provides qua broadband access and has a very high penetrability, in that the microwaves it emits can be accessed by nearly every point in its coverage area. Access is from fixed or mobile devices, desktops at home or work, smart phones etc. VoIP is possible as well.

The balance of this page is intentionally blank.

APPENDIX A—QOS SOLUTIONS ANDROID APPLICATIONS

The QoS Solutions Android Applications can be found on the following pages.

The balance of this page is intentionally blank.

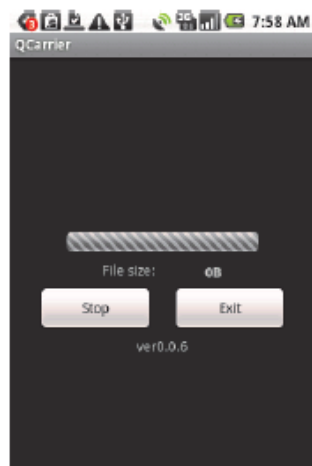
Instructions for Running QoS Solutions Android Applications

The applications will be sent to you as attachments in an email from qos-solutions.com or from your account administrator.

Please review the Download and Installations Document for further information.

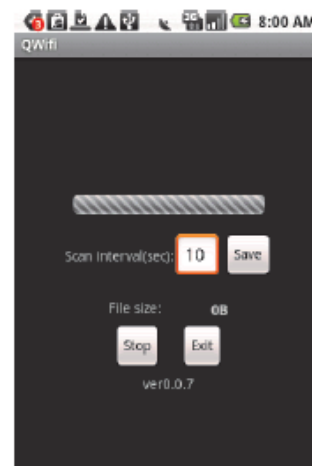
QCarrier

QCarrier will automatically create a file each time it starts on the SD Card of your phone. The app will automatically create records every 10 seconds or whenever the signal changes. The file size will not show up until the file exceeds 1MB.



QWiFi

QWiFi is designed for locating and recording WiFi services. It also creates a file on the SD card each time it starts.



QPerf

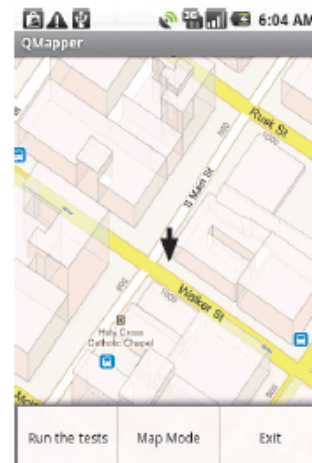
QPerf is designed to measure the carrier's connectivity. It is recommended that you hit the Menu Button and turn off WiFi so that you measure the carrier's performance and not WiFi. You should remain in the same location until it completes.



QPerf will run every 5 minutes until you stop or exit the program. QPerf does not record any data locally. All data is sent to the QoS website for downloading.

QMapper

QMapper is designed for those locations such as downtown locations where GPS is unreliable. The application will download a map so that you can pinpoint your exact location and run any or all of the tests such as QCarrier, QWiFi and QPerf.



| Q Carrier | |
|----------------------|--|
| Field | Description |
| accuracy | accuracy of the fix in meters |
| carrier_cid | cell id in GSM, UNKNOWN_CID if in UMTS or CDMA |
| carrier_lac | Location Area Code in GSM, UNKNOWN_CID if in UMTS or CMDA |
| date_stamp_date | The calendar day of the measurement.. |
| date_stamp_hours | The hour of the measurement. |
| date_stamp_minutes | The minutes into the hour of the measurement. |
| date_stamp_month | The numeric month of the measurement. |
| date_stamp_seconds | The seconds into the minute of the measurement. |
| date_stamp_time_zone | The time zone (hours +/- GMT) of the measurement. |
| date_stamp_year | The year of the measurement. |
| latitude | Phone latitude |
| longitude | Phone longitude |
| newtnetwork_type | The carrier type of network |
| phone_type | CDMA or GSM |
| remote_id | The IMEI of the phone |
| signal_level | The strength of the signal, measured in either RSSI (for GSM phones) or dbm (for CDMA and EVDO) phones |
| sim_operator_name | Provider name |
| Phone_Name | MBI Calculated field |

| | |
|-------|----------------------|
| Route | MBI Calculated field |
|-------|----------------------|

| | |
|----------------------------|--|
| Q Perf | |
| Field | Description |
| Timestamp | Date and Time from QPerf. |
| _Location | The phone that data was gathered from. |
| _Internal_IP | In a NAT environment, this is the IP address of the device which would be different from the External IP |
| _External_IP | This is the IP address of the device as seen from the internet |
| _Latitude | Phone Latitude |
| _Longitude | Phone Longitude |
| _Inbound_Jitter__msecs | This is a measure of the variance in interarrival packet delays calculated according to RFC 1889 |
| _Inbound_Dropped____ | Packets dropped from server to phone. |
| _Inbound_Out_of_Order____ | Packets which arrived at phone not in the order sent from server |
| _Outbound_Latency__msecs | This is calculated as the average round trip time of a set of UDP packets sent to the server and returned to the device. |
| _Outbound_Jitter_msecs | This is a measure of the variance in interarrival packet delays calculated according to RFC 1889 |
| _Outbound_Dropped____ | Packets dropped from phone to server. |
| _Outbound_Out_of_Order____ | Packets which arrived at server in not in the order sent from phone |
| _Inbound_Bandwidth_kbps_ | This is calculated using the total number of data bytes received * 8 / time to completion |
| _Outbound_Bandwidth_kbps_ | See above |
| _Target | Qperf.net |
| _UDP_TOS_ | These settings are available in the NetQuality Analyzer to enable testing based on TOS Values typically used in carrier MPLS networks for prioritizing traffic |
| _TCP_TOS | See above |
| Provider | MBI Calculated field |

| | |
|--------------------|--|
| Route | MBI Calculated field |
| YEAR | MBI Calculated field |
| MONTH | MBI Calculated field |
| DAY | MBI Calculated field |
| MINUTES | MBI Calculated field |
| HOURL | MBI Calculated field |
| Upstream_Req_Met | MBI Calculated field. Value is 1 if the [_Outbound_Bandwidth_kbps_] value greater than 200 |
| Downstream_Req_Met | MBI Calculated field. Value is 1 if the [_Inbound_Bandwidth_kbps_] value greater than 786 |

| | |
|-------------------|----------------------------------|
| Q Wifi | |
| Field | Description |
| hours | Timestamp Hours |
| minutes | Timestamp Minutes |
| Seconds | Timestamp Seconds |
| time_zone | Time Zone of Phone |
| Remote_iD | Phone IMEI |
| latitude | Latitude in Degrees |
| longitude | Longitude in Degrees |
| accuracy | Accuracy of GPS fix in meters |
| ssid_name | SSID Name |
| ssid_id | Numeric ID of SSID |
| ssid_capabilities | SSID Capabilities |
| ssid_frequency | SSID Frequency |
| ssid_level | The detected signal level in dBm |