

Appendix 2

Telecommunications Provider Analysis

The City of Eagan has a significant number of telecommunications providers that serve the community. Community Technology Advisors contacted and asked all known providers to complete a survey of their current service offerings and planned improvements. Providers were requested to identify any barriers to providing services in Eagan.

The following providers responded to our survey request. In addition, a number of providers were interviewed, either on-site at their offices or over the telephone or via e-mail. Several of the companies provided maps of networks and facilities that are included in this report.

AT&T	Integra Telecom	Stonebridge Wireless
Comcast	McLeod USA	Time Warner Telecom
Enventis	MCI	TDS Metrocom/US Link
Eschelon	Onvoy	Unique Software
Frontier	Sprint	Qwest

Details about the services that each company provides follow this summary. Providers that wish to be included in this database or update their information should contact Tom Garrison at Eagan City Hall (651-675-5008 or tgarrison@cityofeagan.com).

To be included as a provider, companies needed to be a “facilities-based” provider, meaning that they have equipment within the community and not simply be a reseller of other providers’ facilities-based services. Some providers did not respond to repeated requests for information.

Summary Findings

- The primary providers of telecommunications services to residents in Eagan are Qwest and Comcast.
- Qwest and competitive providers offer services to business customers primarily over Qwest lines. Multiple competitive providers have facilities co-located in the Qwest Lexington Central Office.
- Multiple competitive providers serve Eagan’s largest businesses via direct fiber connections.
- Virtually every home in Eagan has access to Comcast Hi-Speed Internet services. Comcast’s network, designed principally to serve residential cable television customers, does not serve many local businesses. The cost of extending Comcast facilities to some commercial buildings is a barrier to obtaining service. While no grant programs are available through state or federal agencies to fund these extensions, the City of Eagan may wish to adapt its economic development loan guidelines to fund these extensions
- Qwest currently offers DSL to about 50% of their access lines in Eagan; equipment necessary to extend DSL services is pending Qwest budget approval at this time. Qwest

would install this equipment in remote switches along Diffley and Cliff Roads. According to Qwest officials, Eagan community and corporate outreach to Qwest has made this a priority for Qwest.

- Frontier Communications provides services to a small portion of southeastern Eagan. Frontier offers DSL and a range of other services.

Primary Telecommunications Networks

City leaders in Eagan should consider the availability of fiber networks within the community an asset for economic development and the support of existing businesses.

Community Technology Advisors gathered this network information through our inventory process. In addition, the City of Eagan requires maps of fiber installations in the public rights of way through its permitting process. Staff is entering this information into the city's GIS databases for ongoing use.

Comcast has a robust fiber network with redundant paths connecting Eagan to the Internet. They also have fiber throughout Eagan reaching out into network nodes in the residential neighborhoods. Each network node serves about 200 homes.

Qwest also has multiple connections linking Eagan to the national Internet. The main central office for Qwest is at Lexington and County Road 26. Many competitive providers have facilities co-located in this building. This primary switch connects to four remote switches on Diffley Road and one on Cliff Road.

Fiber runs serve Eagan's large business customers. Several companies have fiber facilities from multiple carriers serving their buildings to ensure redundancy, reliability and competitive prices. Much of this fiber connects to the Qwest Lexington Central Office. In addition, Frontier Communications has a significant fiber loop within Eagan. Time Warner Telecom also has a fiber route passing through Eagan. Fiber maps of carriers willing to publicly share this information are provided in this report.

Competitive Telecommunications Providers

The companies below have been identified as providing facilities-based competitive telecommunications services. Other competitive providers may also be reselling Qwest services.

AT&T	Integra	TDS Metrocom/US Link
Broadwing	MCI	Time Warner Telecom
Enventis	McLeod USA	XO
Eschelon	Onvoy	

These companies are actively selling their services to Eagan's business community, creating a vibrant, competitive market. These firms bring new, advanced telecommunications services to the Eagan business community in a timely basis.

Wireless Services

Wireless Internet services are growing in importance for businesses and residents. There are a number of technologies used to provide wireless Internet services and new technologies promise service improvements in the near future. Appendix 6 provides some background on these technologies.

Current Wireless Providers

Stonebridge Wireless has equipment located on City of Burnsville towers that enables them to serve several business customers in western Eagan. Stonebridge offers a "line of sight" service that requires the customer to have an external antenna on their premise. These antennae are quite small and conform to city codes. Due to the tree cover and topography of Eagan, Stonebridge or any other wireless provider, would require a network of transmitter locations.

Other wireless service in Eagan is limited to local "Wi-Fi hotspots" provided at hotels and coffee shops. Hotels can either have an open network where anyone in range can obtain Internet service or can issue a password to their guests. Coffee shops are more likely to have a subscription service through a third party Internet provider. A list of these locations is included in this appendix. Organizations or companies with public "hot spots" not included in this inventory are encouraged to contact Tom Garrison, City of Eagan, at 651-675-5008 or tgarrison@cityofeagan.com to be added to the community web site.

Traditional cellular providers offer wireless Internet services. The speeds offered by these companies are not sufficient for residential or business broadband applications.

Eagan CVB Lodging Properties Internet Inventory

Hotel Name	Contact Information	Connection Method				
		Dial-up	High Speed Lobby or Business Center	Lobby High Speed Wireless	Guest Room High Speed Wired	Guest Room High Speed Wireless
Homestead Studio Suites	Jennifer Tittrington	Yes				
Hampton Inn	Gerry Goldfarb	Yes	Yes	Yes		Yes
Residence Inn	Lon Breedlove	Yes	Yes	Yes		Yes
Hilton Garden Inn	Jason Mercord	Yes	Yes	Yes	Yes	Within 12 months
Extended Stay America	Justin Bing	Yes				Yes

Wireless Hot Spots

Green Mill	35E and Cliff Road
Kinkos	1344 Town Centre Drive
Old Chicago	1312 Town Centre Drive
Starbucks	2040 Cliff Road Eagan Transit Station - Yankee Doodle and Pilot Knob Road
Valley Lounge	3385 Sibley Memorial Highway