March 22, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google,

We are writing as individual members of the Austin Community Technology and Telecommunications Commission to express our support for selecting Austin, Texas as a trial location for the Google "Fiber for Communities" project.

The Austin Community Technology and Telecommunications Commission is an advisory board to the Austin City Council. We are citizen volunteers, appointed by the Mayor and City Council to advise them on certain technology matters. Our efforts focus on community media (such as public access television) and community technology (digital divide and digital opportunity issues). We also have co-sponsored the Big Gig Austin Initiative (www.BigGigAustin.org), the grass-roots, public effort in support of the local "Fiber for Communities" response.

The people of Austin are deeply involved in technology issues, and committed to seeking ways to make technology better serve the community. For instance, our commission created and oversees the Grant for Technology Opportunities Program (www.gtops.org). The GTOPs program is funded by the City, and provides matching grant dollars to local organizations for their technology outreach efforts. This innovative program is now in its tenth year, and is strongly supported by our City Council and our citizens.

In its first eight years, GTOPs recipients have been able to leverage $840K in grant funds to raise over $2M in matching cash and in-kind contributions. Over that same time period, grant recipients have achieved a 123% success rate on their programs.

We are proud of the initiative and the success that our community technology programs have shown. We believe that if Google were to choose Austin as a location for its open FTTH network, Austin would bring the same spirit and dedication to help make the program a success.

Sincerely yours,

Chip Rosenthal, Chair
Kedron Touvell, Vice-Chair
Lemuel Williams, Commissioner and GTOPs Grant Review Committee Chair
Randall Kolb, Commissioner
Wendell Ramsey, Commissioner
Bianca Taulman, Commissioner
Melvin White, Commissioner

ACTIVE Life Movement

911 W. Anderson Lane, Ste 101
Austin, Texas 78757

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Mayor,

Thank you so much for considering Austin, Texas as a location for the fiber network trail. As a representative of the ACTIVE Life Movement and as a citizen of Austin, we highly encourage you to select Austin as pilot city.

The ACTIVE Life Movement (ALM), an Austin-based non-profit organization, is working to do what no other organization, big or small, in America is attempting to do: spark and organize a national social movement for healthy living. ALM affirms that the American obesity and diabetes epidemics are the result of a culture and country in crisis; our rapidly declining health will bankrupt our country and its people unless big, bold, innovative action is undertaken. ALM's social movement model is totally unique in the organization's field, and it may be the only approach that has not been adequately applied. The model enlists, equips and unites people and places to demand and create a healthier future for their friends, families, communities and our country. ALM's unique, social movement approach leverages social media and emerging technologies, harnesses local champions and existing resources, initiatives and infrastructure, and combines these assets into a rapidly scalable and, ultimately, self-sustaining business model.

In particular, free programs offered by ALM such as the Community Challenge and Junior Health Educator Training programs require technology and use of the ALM website to make it successful. The Community Challenge partners high school students, college students, and business professionals to form squads focused on inspiring healthier lifestyles for themselves, those they know and the community. Squads interact and engage through a variety of online and offline activities including; responding to weekly blog topics, health journaling, messaging members, organizing squad events and service projects, completing online certifications and trainings and posting videos and photos of their squads successes. The Junior Health Educator Training and certification program is available to anyone 18 years and under and helps youth develop all of the skills necessary to become peer-to-peer advocates promoting health. The training and certificate program was modeled after the Community Health Worker program, but is a completely online and interactive training, consisting of a series of videos, testing questions and an online workbook. As both of these programs rely heavily on technology and encourage youth to become more tech savvy, having increased access and speed to these tools and resources online would be very beneficial to the success of our programs, organizational mission and the health of Austin citizens.

Please accept the city of Austin as a pilot city for the fiber network trail and high bandwidth internet connection. Technology is essential in helping health promotion agencies such as ourselves bring together younger generations and health services in new and unique ways. Efforts to increase access to and effectiveness of service delivery would be extremely beneficial and much appreciated. Thank you for your time and attention.

Sincerely,

Liz Guernsey, MSW
Director of the Community Challenge
ACTIVE Life Movement
Ph: 512-533-9555
Email: liz@activelifemovement.org

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Austin Broadband Interest Group
P.O. Box 9491
Austin, TX 78766-9491
info@austinbroadband.info

March 19, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google,

The Austin Broadband Interest Group enthusiastically supports the City of Austin, Texas proposal for Austin as a trial location for the Google "Fiber for Communities" initiative.

We believe that national broadband penetration is being hampered by defects in current broadband policy and uncompetitive markets. American consumers would be best served by ultra-high-speed, open access, fiber-to-the-home (FTTH) broadband networks.

Hip, educated, and tech-savvy Austin is the ideal place to prove this. Moreover, there are some unique facts about Austin that are pertinent to this effort.

A successful trial in Austin will demonstrate:

- Limitations of a communications duopoly are hampering efforts to foster effective competition in broadband markets.
- Competitive service providers will enthusiastically embrace an open network.
- Artificial scarcity, implemented with broadband caps and metering, is harmful and unnecessary.
- Regulation that protects incumbents and hampers municipal networks simply suppresses demand that fosters broadband growth.

Who We Are

The Austin Broadband Interest Group is an alliance of local technologists and communication business leaders. Our mission is to support improved broadband service in Austin, Texas.

We formed in April 2009, in response to the Time Warner Cable announcement that Austin was selected as one of four cities in the nation in which broadband service would be capped and metered. Our efforts contributed to the suspension of the plan in Texas, and, eventually, the plan in its entirety.

We continue to advocate for improved broadband service in Austin at the local, state, and Federal level. We have participated in the FCC national broadband plan process by submitting comments in GN Docket No. 09-51.[1]

Our co-founder Chip Rosenthal previously helped create SaveMuniWireless.org, which, in 2005, successfully overturned the legislative effort to prohibit municipal Wi-Fi in the State of Texas.

Limitations of communications duopoly are hampering efforts to foster effective competition in broadband markets.

Residents of most urban communities have a choice of two incumbent broadband providers. We believe this is insufficient to produce an effectively competitive market. The Google "Fiber for Communities" trials could prove that point. The demonstration would be even more poignant if Google were to select one of the rare markets with more than two incumbent broadband providers, such as Austin, Texas.

Some Austin residents have a choice of as many as three wireline broadband providers. The primary cable video provider is Time Warner Cable, providing Road Runner broadband service. The primary telephone provider is AT&T, offering DSL and U-Verse broadband. Grande Communications has "overbuilt" a network that services a relatively small portion of the city.

We do not believe this level of competition is sufficient. For instance, Time Warner Cable has resisted upgrading their Austin infrastructure to the faster DOCSIS 3.0 standard.[2] We suspect that if Google chooses to deploy a test network in Austin, the incumbent providers would choose to upgrade, thus demonstrating that the market currently lacks competition to drive performance and price improvements.

Competitive service providers will enthusiastically embrace an open network.

At one time, there was a vast competitive market for Internet service providers in Austin. Our residents had a choice of hundreds of available ISPs, including many who were locally owned and operated. In 2002[3] and 2005[4], the FCC reclassified

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1 "Comments of Austin Broadband Interest Group, GN Docket No. 09-51." Available at http://fjallfoss.fcc.gov/ecfs/document/view?id=6520220275

2 "Still Waiting On Time Warner Cable DOCSIS 3.0." DSL Reports. (Jul. 1, 2009) Available at http://www.dslreports.com/shownews/Still-Waiting-On-Time-Warner-Cable-DOCSIS-30-103220

3 In re High-Speed Access (Cable Modem Order), 17 FCC Rcd 4798 (FCC 2002). Available at http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-02-77A1.pdf

4 In the Matters of Appropriate Framework for Broadband Access to the Internet over Wireline Facilities, et al. (DSL Order), 2005 FCC LEXIS 4492 (FCC 2005). Available at http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-05-150A1.pdf

the dominant providers' transmission service as an “information service”, not subject to common carriage rules. The dominant ISPs immediately excluded the smaller competitive ISPs, such as Earthlink and Covad, from their networks and established unregulated duopoly broadband markets across the country. With the collapse of the competitive market, America has fallen far behind the rest of the developed nations in measures of broadband speeds and penetration. Austin has been hit particularly hard by the end of open access.

Evidence of a once robust Austin ISP market can be found at the moribund Texas ISP Association (TISPA) web site (www.tispa.org). TISPA was founded by and included significant membership from Central Texas service providers. At its peak, TISPA meetings would fill auditoriums on the University of Texas at Austin campus. Many of the TISPA leaders are still around Austin, driven out of the consumer services market by the competitive market failure. We have reached out to some former TISPA members, and they have expressed interest in being possible partners with Google in provisioning consumer services on an "open" broadband network. Some of them still have infrastructure in place, albeit reoriented towards commercial services, that could be rapidly re-deployed for consumer services.

Should Google choose Austin as a trial site, we are confident that our community will successfully demonstrate the virtues of open access, including rebuilding a competitive ISP market.

Artificial scarcity, implemented with broadband caps and metering, is harmful and unnecessary.

As noted previously, in April 2009, incumbent video provider Time Warner Cable proposed implementing metering on their Road Runner service in Austin. For the standard service (up to 7 Mbps), a cap of 40 GB/month was proposed, with a $1/GB overage charge.[5] Austin was undoubtedly chosen as a market for metered service because the "competing" DSL provider (AT&T) was also considering the expansion of its own usage caps and metered service trial. Both companies were conducting usage cap and metered service trials in Beaumont, Texas.

These limits, whether intentional or not, preclude the emerging use of broadband video services, or, at least, ensure the incumbent provider obtains a revenue stream from customers that transition their video consumption from standard cable video service, which they monetize, to Internet based video, which they currently do not.

To put these numbers in perspective, standard definition video requires about 1 GB per hour. This means a user could typically expect to get about 40 hours of video

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5 “Statement from Landel Hobbs, Chief Operating Officer, Time Warner Cable.” (Apr. 9, 2009) Available at http://a.longreply.com/109511

service before incurring overage charges. That works out to 1.3 hours per day, or 9.1 hours per week. By comparison, Nielsen reports that average TV viewing in Q3 2009 was 31 hours per week[6], which would consume 134GB bandwidth per month, and incur an overage charge of $94/month under the cap proposed by TWC. Move from standard definition to high definition video, and the consumption and costs more than double.

By comparison, on a network that achieved 80% of the speed of a full gigabit/sec, the full 40GB monthly allotment proposed by TWC could be consumed in just 6.6 minutes. The sorts of caps and metering proposed by incumbent providers become nonsensical on a high-speed network with plentiful bandwidth.

The press and active community helped raise the local broadband metering issue to national prominence. A successful "Fiber for Communities" trial would achieve similar prominence, and would stand in stark contrast to the events of 2009, where the community had to fight back against measures that were intended to force Austinites to consume less broadband.

Regulation that protects incumbents and hampers municipal networks simply suppresses demand that fosters broadband growth.

In 1995, the City of Austin launched an initiative to build a municipal fiber to the home (FTTH) network.[7] A "Request for Strategic Partner" was successfully executed. Unfortunately, before the plan could come to fruition, the Texas Legislature stepped in, at the behest of incumbent telecommunications providers, and passed a law to prohibit municipalities from involvement (direct or indirect) in providing services that require PUC certification.[8] Texas municipalities regard this law as a prohibition of municipal broadband service and have since undertaken no projects to provide robust, fixed point broadband communications to their residents.

We believe that the State action has failed to serve the market, and instead protected the incumbent broadband service providers from pressure to upgrade their product offerings.

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6 "Three Screen Report: TV Remains Strong as DVR and Online Video Show Most Growth." Nielsenwire. (Dec. 7, 2009) Available at http://blog.nielsen.com/nielsenwire/online_mobile/three-screen-report-tv-remains-strong-as-dvr-and-online-video-show-most-growth/

7 "Staff Recommendation for a City-Wide Open Broadband Network." City of Austin Department of Telecommunications and Regulatory Affairs. (March 1996) Available at http://www.ci.austin.tx.us/telcommission/downloads/20090812bk-rfsp96-recs.pdf

8 "Texas Utilities Code. Section 54.202. Prohibited Municipal Services." Available at http://www.statutes.legis.state.tx.us/Docs/UT/htm/UT.54.htm#54.202

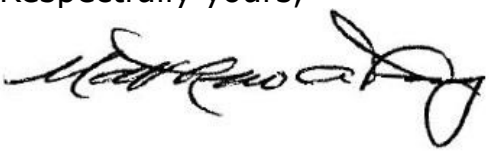
We believe the demand for a high performance FTTH network still exists in Texas, particularly in Austin, but has been neglected by the entrenched duopoly ISPs, which have been further insulated from competition by state regulation.

Thus, should Google choose Austin as a location for the "Fiber for Communities" initiative, it would provide the strongest evidence possible that protectionist legislation and regulation hampers broadband markets, and through this private initiative, demonstrate how municipal involvement could be an effective remedy when commercial providers fail to satisfy market demands.

Austin is an ideal location to trial new policy and market practices.

We view the "Fiber for Communities" experiment as an opportunity to trial not only technologies and applications, but also policies and markets. We believe that Austin, Texas provides an ideal and unique opportunity to make the trial a success on all these areas. Austin is a tech-savvy community, with a young and highly-educated population that would make a great test market for FTTH. Should Google choose Austin as a trial site, we offer to bring all our community resources to bear to make the project a success.

Respectfully yours,



Matthew Henry
Policy Director
Austin Broadband Interest Group

City of Austin
Austin's Municipally Owned Electric Utility

Town Lake Center 721 Barton Springs Road • Austin, Texas 78704-1194 • (512) 322-9600

Subject: Austin Energy letter of support for the City of Austin application for pilot

Dear Google,

As the Austin Energy Acting General Manager, I invite you to consider Austin, Texas as the premier location for Google's 1 gig fiber network trial.

Austin, Texas and Austin Energy - Who we are
Austin, Texas is the perfect location for Google's 1 gig fiber network trial. For many years the Austin community has supported leading edge technology development.

Austin abounds with political and popular will for rational energy solutions. It is endowed with the leading university for energy-related research. It has a robust information and communications technology industry. It has a business environment that celebrates and rewards the entrepreneurial spirit and enjoys economic growth.

Austin has one of the nation's most forward-thinking next generation electric communities, driven by Austin Energy in partnership with the City of Austin. Austin Energy is a community-owned electric utility and a city department of the City of Austin. Austin Energy created the top performing renewable energy program in the nation. We own the nation's first and largest green building program. And we're home to one of the nation's most comprehensive residential and commercial energy efficiency programs.

Austin Energy is the nation's 9th largest community-owned electric utility. We serve 388,000 customers and a population of more than 900,000. We provide service within the City of Austin, Travis County, and a small portion of Williamson County.

As a publicly owned power company and a city department, Austin Energy returns profits to the community annually. That money helps fund City services such as fire, police, EMS, parks, and libraries. The utility has provided $1.5 billion in profits to the community since 1976.

Austin Energy powers the capital city of Texas through a diverse generation mix. Our portfolio includes nuclear, coal, natural gas, and renewable energy sources. That's just over 2,600 megawatts (MW) of total generation.

Austin Energy Mission and the Internet
In the future there will be significant changes to the relationship between the Austin Energy utility and its citizens/customers. High speed, robust internet access will be critical for enhanced customer engagement, education and customer services.

Austin Energy envisions the Smart Grid as a seamless integration of many parts: an electric grid; a communications network; and hardware and software to monitor, control, and manage the creation, distribution, storage, and consumption of energy. We think the Smart Grid of the future will be distributed, interactive, self-healing, and capable of reaching every device.

A smart home will have energy control systems/portals that provide citizens with more information, alternatives, and decision support – leading to sustainable behaviors and choice. Whether or not this vision is brought to fruition will depend on whether customers are willing to engage in the process. We also feel that customer willingness will be enhanced by the ability to tailor energy systems to fit their needs.

The following are some of the possibilities for a fully deployed Smart Grid:

1. Manage homes that incorporate smart end points such as meters, appliances, and local generation, integrated with smart markets and distributed smart grids to enable two-way electricity flow.
2. Turn off smart appliances during times of peak-demand or high-price, either driven by the Energy Services Provider's policies or citizens preferences
3. Manage distributed generation—for example, solar photovoltaic
4. Manage energy storage
5. Provide charge management of plug-in hybrid and electric vehicles
6. Smart markets that have a price built on supply-and-demand and therefore varies during the time of day and day of year

Austin Energy is the first in the country to complete what we call Smart Grid 1.0. We have fully deployed smart meters to our customers, both residential and commercial. We are now ready to begin our Smart Grid 2.0, perfect timing for implementing a 1 gig fiber network pilot to support advanced communications with our customers.

Pecan Street Project, Inc.

In addition to our technology friendly community and advanced smart grid deployment, Austin Energy and the City of Austin are also partners in the recently formed Pecan Street Project, Inc. Pecan Street is a collaboration of Austin Energy, the City of Austin, Environmental Defense Fund, the Greater Austin Chamber of Commerce, and the University of Texas.

Led by the project's public sector/public interest group members, will now test the ideas through Energy Internet demonstration projects. Pecan Street will offer an open source platform with standards ensuring interoperability designed to further wide scale implementation of smart grid systems. The ultimate goal is to give consumers more control of their electricity usage and utility bills, preserve utility finances, reduce water usage, green house gases, criteria pollutants and other environmental impacts and promote clean energy job opportunities.

PSP – First Project

The Mueller development, located less than two miles from the University of Texas campus, is a 711-acre mixed use development in which every new building is green built (as certified through

LEED or Austin Energy's nationally recognized Green Building program). The development is urban in-fill redevelopment, built on the site of Austin's former municipal airport. It is a prototypical development model, similar to hundreds like it across the United States.
The development, which is less than 50% complete, is being executed as a public-private project between the City of Austin and Catellus Austin LLC. It includes 25% affordable housing, the world's first LEED Platinum hospital, a reclaimed water irrigation system, and native landscaping selected with University of Texas researchers in part for the selected plants' low water consumption and carbon sequestration capacity.

- The project has received 10 million dollars in Federal Stimulus Funds and will be executing a four program project over the next five years. The program areas will be as follows: Four project programs and three project functions
    - Program 1: demonstrate Energy Internet capabilities on **utility side of meter**
    - Program 2: demonstrate Energy Internet capabilities on **customer side of meter**
    - Program 3: demonstrate Plug-in Electric Vehicle integration
    - Program 4: creation of business model and technology commercialization platform

Using a 1gig fiber network for Engagement through Education and Customer Services

What could be done with smart energy and 1-gigabit of speed?

Next generation services taking advantage of the 1-gigabit speed should include virtual engagement, education and customer service in real-time to offer all consumers the best possible energy solutions tailored to their unique needs. Streaming videos between customers, data centers and energy experts in real time would require the high speed being offered in the 1-gigabit pilot.

The smart buildings and smart homes of the future will have numerous devices able to communicate energy usage data to be combined with real-time electric pricing, analyzed using sophisticated algorithms and returned to the consumer with energy management solutions. And with distributed generation resources on the grid, buying and selling energy in real-time will be a possibility. As energy management systems, whether in commercial buildings or the home, become more useful to the consumer, they also become more complex. Consumers need to understand the decisions they could make to alter their energy consumption patterns through conservation or shifting. Interactive video systems that help customers set these complex control systems would prove most useful. Also, the ability to diagnose energy usage in real time to identify poorly performing appliances and devices would save energy and allow equipment to be repaired before failure.

These systems could tap into extensive energy databases and provide customers with feedback on how their building is performing as an energy system and make suggestions on ways to increase savings on an energy and dollar basis. The 1-gigabit speed would also allow for the development of highly sophisticated virtual energy management systems where the data would be gathered locally and processed centrally with powerful computation systems. The results

would then be communicated and implemented locally and could be optimized by the customer individually or aggregated across a customer demographic depending upon energy market conditions.

If customers don't understand the devices, their options or how to work the interfaces, utilities and vendors will have deployed the equivalent of digital pet rocks. Because customers will not use what they don't understand and find worthwhile, getting the customer engaged and integrated into energy management will be the difference between adoption and abandonment. An example would be software based pre-pay - how to budget energy use across a month would be an excellent topic for a video education session.

The window of opportunity will be small. Researchers believe customers are going to be willing to spend a very minimal amount of time making their energy management decisions, this is the "set it and forget it" theory. Customers will need to be engaged in dynamic interactive education that will capture their attention and very quickly give them the information they need, tailored to their specific situation, to make decisions. One key to engagement would be supporting multiple languages.

Applications for the Future

Exciting applications could be developed to support the Smart Grid of the future. And not only support, but drive its success. Creative and interactive applications will convince customers it is worth their time and effort to participate in their energy management; educate customers on how their decisions make a difference and the best possible solutions for meeting their energy needs; and provide interactive customer service as they participate that will keep them interested and on board with the energy management programs.

A few sample ideas for applications:

- Virtual, real-time customer service
- Virtual, real-time customer education
- Buying and selling energy in real time with consultation available
- Managing electrification of transportation throughout service territory
- Two-way electricity flow
- Language support for each application developed

Summary

As you can see, Austin is the perfect test bed for the 1 gig fiber network pilot. Our forward looking vision and advanced deployment of Smart Grid technology sets the stage for success.

Sincerely,

Robert Goode, Acting General Manager, Austin Energy

AUSTIN STUDIOS
TEXAS FILM HALL of FAME
AUSTIN FILM SOCIETY

JOHN PIERSON • ROBERT RODRIGUEZ • JOHN SAYLES • KEVIN SMITH • STEVEN SODERBERGH • PAUL STEKLER • QUENTIN TARANTINO

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PRESIDENT CHRIS ADAMS VICE PRESIDENT JANET PIERSON TREASURER CATHERINE ROBB ARTISTIC DIRECTOR KIP MCCLANAHAN EXECUTIVE DIRECTOR REBECCA CAMPBELL
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OFFICE

BOARD OF DIRECTORS

March 19, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google,

The Austin Film Society is a nonprofit organization that promotes the appreciation of film and supports creative filmmaking by showing great films and premieres, managing a 100,000 square foot film production facility in central Austin, awarding grants and supporting filmmakers, and teaching kids and adults about filmmaking. The society was founded in 1985 by cinephiles--including filmmaker Richard Linklater--who wanted the chance to share movies that were not accessible to the general public.

We support Austin, Texas as the ideal location for the Google "Fiber for Communities" initiative. Austin is one of the leading film communities in the nation. Our residents not only enthusiastically enjoy film and video media, but are also prolific and creative producers. While many cities have one repertory or arthouse theater at the most, Austin has *six theaters* that feature independent film programming. Many cities host a film festival or two, but Austin has *eight film festivals* that cater to local, international, and genre film audiences. The interests of the film community and technology community overlap strongly in Austin. Robert Rodriguez's Troublemaker Studios, for instance, is world-renowned for pioneering new methods for optical and computer generated effects. All the community enthusiasm that sustains these endeavors would help make the Google fiber network a success.

As more audiences watch films at home through online streaming, Austin Film Society supports endeavors to give them the best viewing experience possible. We want households to be able to watch regional films at--or even above--the quality levels intended by filmmakers.

We also want Austin households to have the opportunity to access a variety of locally connected films online -- not just well-known local films like *Slacker* and *Office Space* but often-overlooked classics like Terrence Malick's 1978 film *Days of Heaven* (which won an Oscar for its gorgeous cinematography), as well as new independent films that are available primarily through cable TV and online outlets.

For example, IFC and Cinetic Film Buff made several SXSW films available this year simultaneously through cable ["IFC Locks 5 Film VOD Lineup for SXSW," www.indiewire.com/article/ifc_films_sxsw_offer_three_simultaneous_fest_and_on_demand_premieres/] and online ["Cinetic Doing Day & Date With SXSW Films on FilmBuff," www.indiewire.com/article/cinetic_doing_day_date_with_sxsw_films/] video on demand outlets, enabling viewers everywhere to enjoy festival selections at home.

Furthermore, the thriving Austin filmmaking community would benefit from high-bandwidth Internet connections. Filmmaking is all about teamwork and collaboration, and a fiber network connection with improved upstream performance would help enable new forms of collaboration. One production company told us that they still use cars to transport digital footage of their productions on hard drives, because it's faster than uploading them with current Internet connections. A high-bandwidth connection would facilitate collaboration--especially for technical crew, who may be working from home offices.

We also believe that the Fiber for Communities initiative would provide a new outlet for experimental artists and film exhibitors. Local visual artists such as Luke Savisky ["Projecting an Image: The Mind-Bending Film Art of Luke Savisky," www.austinchronicle.com/gyrobase/Issue/story?oid=oid:77636] and creative programmers such as the original Alamo Drafthouse Cinema [www.originalalamo.com] often push the edges of technology to thrill the local community. We look forward to the same creativity being applied to gigabit broadband networks.

Alison Macor's new book *Chainsaws, Slackers and Spy Kids: Thirty Years of Filmmaking in Austin, Texas* provides proof that Austin has a growing community of filmmaking as well as theaters and festivals willing to support the films and audiences eager to enjoy them both in theaters and in their homes. We believe that Austin is a perfect site for Google's Fiber for Communities project and eagerly anticipate the potential possibilities of fiber network connections in our community.

Sincerely yours,

Rebecca Campbell
Executive Director, Austin Film Society

19 March 2010

AUSTIN PUBLIC
LIBRARY

P.O. Box 2287, Austin, TX 78768-2287 | (512) 974-7400 | www.cityofaustin.org/library

Google Fiber for Communities

Dear Google

The Austin (Texas) Public Library thanks you for your consideration of our city as a trial location for the Google ultra-high speed broadband network. As the Director of the Austin Public Library, I want to speak to how we fit into this concept.

The City of Austin Public Library maintains an extensive web presence in the community registering over 100 million page views in the last five years. The mission of the Austin Public Library is to provide a wide range of information and services to enrich the lives of all members of our community and we are proud to point out that we incorporate public accessibility to the Internet as one of our traditional services. We provide wireless connectivity in all of our twenty-two facilities and maintain over 400 public computer access points so that information from around the world is accessible to everyone in Austin. During the past three months alone, Austin libraries have provided over 46 thousand wireless Internet connections and we log over 3.5 million visitors in our libraries annually. For many individuals in Austin, the neighborhood public library is their connection to the Internet and the world.

We know from experience that Internet connectivity and the lively delivery of content is essential to achieving our mission. Our delivery methods must constantly adapt to the high expectations of our multi-media oriented community. Our current programs include providing collections of up-to-date print and rich database resources, creating and delivering training relevant to life skill needs such as job-search and language training, providing spaces for events that bring people together, and collaborating with other agencies to foster environmental awareness and build a better community for all to enjoy.

The library is rich in archival resources that convey the history of Austin and Travis County and we are developers of creative award winning programs, particularly programs that encourage youth to become facile and discerning users of technology. With the new Austin Central Library scheduled to open within the next five years, the expectation is that Austin, Texas, will build one of the most technologically equipped urban libraries in the nation as well as lead in architectural significance in the way that it incorporates environmental awareness and Austin's natural setting into its design.

The Google ultra-high speed broadband community fiber network will lift current constraints on our program delivery options and enable us to explore our vision to create seamless access to resources across our city. Our vision includes collaborations that will bring bandwidth intensive archival collections from dozens of archival institutions like the Austin History Center, the Harry Ransom Center humanities research library and museum, and the Dolph Briscoe Center for American History to the community using the fiber network. Collections include video tape productions of historic Austin music venues and film productions, early television programming, and thousands of visual images in the form of photographs and maps.

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.

AUSTIN PUBLIC
LIBRARY

P.O. Box 2287, Austin, TX 78768-2287 | (512) 974-7400 | www.cityofaustin.org/library

Just as readers from around the world are eager to reap the benefits of the Google Books Project at the University of Texas at Austin and other locations, historians, genealogists, and people interested in Texas around the world are eager to access Austin's unique resources. The Google network facilitates this potential for high definition content delivery, but equally exciting are the possibilities that big fiber opens up for us to provide interactivity in our approach to content delivery.

Although Austin is, by all measures, a well-educated and globally sophisticated community, for many people the neighborhood library is their access point to the Internet. Deployment of the network expands the Library's role as the People's University, allowing us to join with area educational institutions to increase training and educational opportunities for all of Austin's community members, particularly those who are underserved now. Creative educational applications, bringing the best educators live into area classrooms for interactive sessions will multiply. Driving to convene classes at a particular time and place will no longer be a requirement and the trip to class may instead be a trip to the public access computer at the neighborhood library after work. We envision play-on-demand sessions featuring current topics presented by subject experts accessible from Austin's library locations.

Austin is a media-rich growing urban center that embraces innovation and is not afraid to participate in new ventures. Creative thoughts and big ideas and projects that are environmentally responsible are welcome in Austin, Texas. Yet, Austin is also a small place, a collection of neighborhoods that reflect cultures from around the world and a city that attracts visitors from afar to hear music and enjoy our natural resources. We celebrate and support small business entrepreneurs and their big ideas and large companies, too. Google will find Austin, Texas, to be a welcoming community for its fiber network trial and one that has no shortage of ideas for ways to use an ultra-high speed broadband network. The Austin Public Library plans to be among the participants providing engaging applications that tie to community needs and interests.

Sincerely,

Brenda Branch

Brenda Branch, Director
Austin Public Library

The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request.

City of Austin

Austin Water Utility, P.O. Box 1088, Austin, Texas 78767 (512) 972-0101

Dear Google,

The possibility of having the Google ultra-high speed broadband network is exciting and would open new opportunities for the City of Austin Water Utility to better serve our customers.

We have several new initiatives that will be leveraging new technologies to improve the efficiencies of our operation and provide more and better data to our customers, but the one that I believe is most interesting is the automatic meter reading/advanced metering infrastructure (AMR/AMI) project.

AMR/AMI is an electronic meter reading technology that will eliminate the need for employees to visit each meter location. The technology that will be leveraged to actually implement the electronic reading will be wireless network based. However, by doing this, we will have the benefit of multiple reads per day per customer, and having this additional volume of data will allow us to proactively assist our customers in managing their water consumption and their bills.

Some examples of improved service that we will be able to leverage by having the hourly reads instead of monthly are:

- Early identification of problems in their sprinkler systems
- Early identification of potential leaks that may not be visible to the customer
- Assist customers with their usage patterns and direct them towards less expensive times of day
- Conservation goals will be easier to reach due to having the more immediate usage data available to our customers

Additional ways we leverage the Internet today are mobile and remote access to our systems. We allow commercial customers to have visibility to and reporting of compliance data. We capture data about the location of our service equipment and are working on ways to improve the customer service experience by providing on-line access to this information, ability to submit requests for assistance on line, and have access to more information specific to their business or residence location. Having access to the Internet is critical to our mission because of the ability to have a more direct connection to our customers and our work force.

Greg Meszaros, Director
Austin Water Utility

March 19, 2010

Mayor Lee Leffingwell
City of Austin
P.O. Box 1088
Austin, Texas 78767

To the Honorable Mayor Leffingwell:

Please accept this letter of support concerning Google's proposed super high speed broadband network.

BiGAUSTIN celebrates 15 years as the premiere resource provider, facilitating innovative training and technical assistance to low to moderate income individuals desiring to launch, sustain, or grow their small business that affects household and the community of Austin, Texas. Some of training and our micromentor program engage participants in discussion, exploration, and hands-on simulation-based activities. The approach equips participants to review functional uses of technology and provides the tools needed to instantly put the technology to use in their businesses and in their homes. Technology has educated and influenced business owners and their families, while keeping our community on the cutting edge of technology.

Austin has been the forerunner in technology for years, we have proven it and the world acknowledges that fact. Now we need to speed communications up and how timely it would be for Google to give Austin the boost that we need and deserve. As a pioneer and visionary for Austin, Texas, BiGAUSTIN stands ready and waiting for the (gig) dividing our name.

Thank you for the opportunity of presenting BiGAUSTIN and our 7,500 client/partner data base.

Claudia Conner
Women's Business Center Director
Community Development/Loan Officer

5407 N. IH35, Suite 200
Austin, TX 78723
Tel: (512) 928-8010 x102
Fax: (512) 926-2997
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www.BiGAUSTIN.org
BiiGAUSTIN is a 501(c)3, SBA Micro Lender &
Operator of the SBA Women's Business Center

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23 March 2010

Google, Inc.
1600 Amphitheatre Parkway
Mountain View, California 94043

Dear Google:

My name is Linda Litowsky and I am the Executive Director of channelAustin, Austin's fully digital community media center.

It is so exciting to learn that Austin may be considered as the possible site for Google's high bandwidth Internet connection. This would provide an incredible opportunity for media makers in our community to share and provide content for hyper-local community television, as well as offering a means to continue Austin's tradition as an energy efficient community by reducing our carbon footprint.

We are proud to provide media literacy and film production training to area youth and the "Big Gig" would offer these kids the chance to share, remix and distribute their media messages.

It is almost impossible to imagine the creative uses this bandwidth would bring to filmmakers, though the possibilities are limitless. Austin's already considered a high tech city and channelAustin is proud to offer cutting edge high definition technology to a local community that is often overlooked and has limited access to the resources needed to produce media.

We are already talking to the Austin Public Libraries to find a way for community users to deliver content to channelAustin, and Google's potential high bandwidth would make this partnership possible.

We would be honored to work with Google to establish a local, community based presence built on the tenets of public access, by linking our channel space to You Tube's Non-profit content.

Austin's been at the forefront of innovation and there's no telling what will happen when Google brings Big Gig to town.

Sincerely,
Linda Litowsky

512.478.8600 | 1143 Northwestern Avenue | Austin | Texas | 78702

CTM city of AUSTIN communications & technology management

March 19, 2010

Subject: Google Fiber in Community of Austin

Dear Google:

On behalf of the Communications & Technology Management Department of the City of Austin, the following ideas are excellent reasons to bring Google Fiber into the Community of Austin:

1. Provide Citizens with the ability to send safety and health data, graphics, and video information to respective agencies for Emergency related services.
2. Emergency management, emergency response enabling Citizen's to respond/react to emergency notifications.
3. Citizen's ability to view live traffic cameras from home – allowing citizens to route accordingly to work, school, and emergency situations.
4. Real time broadcast of Government and Community Events – high quality audio/video from council meetings, boards and commissions, budget sessions, and other groups.
5. Geographic Information Systems - Citizen's access to City of Austin Mapping would be facilitated. Large historical datasets would be accessible - terrains and 3d models could also be a possibility; more sophisticated querying tools could be added to the GIS viewers – facilitating the selection and display GIS attributes and datasets.
6. Austin Citizens/Government Teleworking - working from home or remotely would become much more feasible - faster computer response times, possible video conferencing and collaboration. Virtual meetings become a reality with 1Gbps networking. It might even be possible to start treating work-from-home staff as VPN extensions of the corporate data network. Also possible to take your VOIP office home and plug it into the network - same phone number! Go Green!
7. Open Government – enabling transparency by providing citizen's access to data in large volumes with real time potential.
8. Provide Citizens remote Library access – ability to subscribe to public library videos online.

The Google Fiber in the Community of Austin would provide significant benefits to City of Austin stakeholders and citizens.

Sincerely,

Stephen A. Elkins

Stephen Elkins, CIO
City of Austin
Communications & Technology Management

Core NAP, L.P.
12515 Research Boulevard
Building 7, Suite 120
Austin, Texas 78759
Tel: 512-685-0000
Fax: 512-685-0002

To: Google, Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Response - Google FTTH RFI

Introduction

Core NAP is a provider of Internet services including colocation, transport, and access. Our access business is similar to that of many traditional Internet Service Providers. Two areas of differentiation are that we are net neutral and provide high touch customer service to power users in the Austin, Texas market. We cater to high end Internet users by offering symmetrical bandwidth products such as Ethernet over Copper (IEEE 802.3ah) and a fiber based Metro Ethernet based product called Core Fiber.

Core NAP has been in business seven years and has continually looked for a product to sell into the residential market. In 1995 the Core NAP founders started an ISP called Jump.Net which grew into one of the largest ISPs in the state of Texas. Many of Core NAP's staff members worked at Jump.Net. We were the first ISP to provide Internet access on AT&T (formally known as SBC) DSL lines. We worked with SBC's research arm known as TRI to develop and resolve deployment and operational issues with DSL. After several years of working with SBC they decided to offer DSL directly and at a significantly lower cost. In only a short period of time SBC effectively squeezed Jump.Net and all other independent ISPs out of the residential ISP business in Texas. When Core NAP was founded, we made a conscious business decision not to compete in the residential market because of the monopolistic tendencies of the traditional telephone and cable companies.

Provided an equal footing among all competitors, at a cost that supports wide adoption, Core NAP welcomes a return to the residential market. Our experience and existing backend systems makes jumping back into the residential ISP market very easy.

Residential Access and Core NAP's Mission

Residential focused Internet services are significant to our mission. Many of our colocation and data center customers need "eyeball" traffic generated by residential customers to support their operations. There is no reason for businesses to be online if they cannot get users to their

site. Higher speed residential access services will allow a more enjoyable and efficient browser experience when accessing content providers housed by Core NAP and other data center and colocation providers. Our current business focused access services support many companies that adopt Green policies with flex time, work from home days and remote workers. The ability to securely extend high speed corporate networks would greatly expand this energy efficient user base. A robust return to the residential ISP market will provide the synergy needed to support these users.

How to use High-Bandwidth Internet Access

Austin, Texas has been at the front of the pack for Internet services and an innovator in Internet technology since the infancy of the commercial Internet. Each new and higher speed access technology such as 56k modems, ISDN, ADSL, SDSL, EoC, and Metro Ethernet have been well received in Austin. Unfortunately the current highest speed access technologies such as EoC and Metro Ethernet are not yet available at a cost that is attractive to residential users. Metro Ethernet is not too unlike Google's planned FTTH, but currently few users can afford more than a 10Mb/s connection and its availability is primarily limited to dense commercial areas. Getting to the point where bandwidth is too cheap to meter is a lofty goal and would bring about innovation that is challenging to envision. Increased bandwidth also brings more users and devices which require more IP addresses. The pending global exhaustion of traditional IPv4 addresses makes the Google FTTH project an excellent opportunity to make it a real world IPv6 deployment. The innovation possible with uniquely addressable objects will be astonishing.

Why Choose Austin

Austin is a high tech city that has experienced good but not great Internet access services. Layering on truly high speed access services will allow our highly experienced and geographically small user base to propel the applications and processes developed in Austin on to the national and international scene. In addition, Austin's history of ISP competition and our belief in free markets will drive innovation. Austin's diverse culture welcomes the chance to use Google's open high speed network and will provide the innovation for "Internet 3.0".

Kenneth Smith, CEO
Core NAP Operating, Inc.

Email: kenneth@CoreNAP.com

March 22, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google,

We are writing as individual members of the Austin Community Technology and Telecommunications Commission to express our support for selecting Austin, Texas as a trial location for the Google "Fiber for Communities" project.

The Austin Community Technology and Telecommunications Commission is an advisory board to the Austin City Council. We are citizen volunteers, appointed by the Mayor and City Council to advise them on certain technology matters. Our efforts focus on community media (such as public access television) and community technology (digital divide and digital opportunity issues). We also have co-sponsored the Big Gig Austin Initiative (www.BigGigAustin.org), the grass-roots, public effort in support of the local "Fiber for Communities" response.

The people of Austin are deeply involved in technology issues, and committed to seeking ways to make technology better serve the community. For instance, our commission created and oversees the Grant for Technology Opportunities Program (www.gtops.org). The GTOPs program is funded by the City, and provides matching grant dollars to local organizations for their technology outreach efforts. This innovative program is now in its tenth year, and is strongly supported by our City Council and our citizens.

In its first eight years, GTOPs recipients have been able to leverage $840K in grant funds to raise over $2M in matching cash and in-kind contributions. Over that same time period, grant recipients have achieved a 123% success rate on their programs.

We are proud of the initiative and the success that our community technology programs have shown. We believe that if Google were to choose Austin as a location for its open FTTH network, Austin would bring the same spirit and dedication to help make the program a success.

Sincerely yours,

Chip Rosenthal, Chair
Kedron Touvell, Vice-Chair
Lemuel Williams, Commissioner and GTOPs Grant Review Committee Chair
Randall Kolb, Commissioner
Wendell Ramsey, Commissioner
Bianca Taulman, Commissioner
Melvin White, Commissioner

Mr. Kip Thompson
Vice President –
Global Facilities &
Strategic Growth

Dell Inc.
One Dell Way, MS RR3-12
Round Rock, Texas 78682
tel +1 512 728 0882
kip_thompson@dell.com
www.dell.com

Google Inc.
1600 Amphitheater Parkway
Mountain View, California 94043

March 25, 2010

To the Google Fiber Network Project Team:

On behalf of one of the largest employers in central Texas with a strong working relationship with Google, Dell supports the City of Austin as a location for the 'Fiber for Communities' initiative.

The Austin metro area provides a unique ecosystem that includes a strong academic environment, a world class technology hub, and the seat of government for the 2nd largest state. This coupled with size of the market makes it an ideal location for the test.

Our mission and purpose as a company is to deliver technology solutions that enable people everywhere to succeed by providing the tools that activate human potential to solve the world's unsolved problems. And Dell is absolutely in favor of an infrastructure that improves access to broadband that will accelerate innovation and technology and allow people to connect anywhere, anytime.

Best Regards,

Kip G. Thompson
Vice President Global Facilities
& Strategic Growth

DIGITAL
MEDIA
COUNCIL
201 East 2nd Street | Suite B
Austin TX 78701
(512) 323-6773
www.skillpointalliance.org

March 25, 2010

Dear Google:

As chair of the Digital Media Council and owner of a smartphone game company, I am writing to voice my strong support for Austin as a recipient of the Google Fiber for the Home program. The DMC is a non-profit workforce development program that unites industry and educators to prepare the next generation of game developers, digital filmmakers, web entrepreneurs, and other innovators of creative technology.

One of the challenges we face in training students and teachers in skills like 3D modeling, programming, and digital editing is bandwidth. Often our industry volunteers, many of whom are luminaries in their field, such as Richard Garriott, interact with students and review their work remotely via a broadband connection. While this allows us to scale our programs and ameliorate facility constraints, we cannot fully take advantage of our mentors' expertise due to bandwidth limitations. Were Austin to have an ultra-high speed broadband network, we could reach many more aspiring developers, filmmakers, and innovators, helping them learn new skills from the hands of professionals who're actively developing the next big thing in MMOs or green screen film technology, to name but two examples.

With its mix of innovative digital entrepreneurs, like Garriott and Robert Rodriguez; its progressive educational institutions; and its proven record of collaboration between industry, education, and community, Austin is an ideal location for the Google fiber network trials.

On a person note, as a game developer and board member of the Austin Film Society, the International Game Developers Association, and KUT, Austin's NPR station, I see firsthand how Austin pushes itself to innovate, collaborate, and create, with digital tools and entrepreneurs leading the way. Ours is a remarkable community that's ready to partner with Google and extend the benefits of its broadband network in remarkable new ways.

Thank you for seriously considering Austin as a partner in the Google Fiber for the Home program.

Best regards,

Rodney Gibbs
Digital Media Council, industry chair
Ricochet Labs, CEO

http://effaustin.org

March 24, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google,

EFF-Austin is a local non-profit dedicated to promoting civil liberties in the digital frontier where technology meets society. We are a group of technologists, legal professionals, academics, political activists, and concerned citizens working to protect digital rights and educate the public about emerging technologies and their implications. We are very excited about Google's Fiber for Communities project and would like to formally nominate Austin, Texas for your fiber-to-the-home (FTTH) open access network. We believe that Austin is the ideal community to build and test an ultra-high-speed broadband network.

Insufficient competition, looming usage caps, and a prohibition on municipal broadband make Austin the perfect proving ground for open access networks.

American broadband suffers from a dire case of insufficient competition. Our nation has become a patchwork of unregulated duopoly Internet access markets. This almost total lack of competition infects the entire Internet access ecosystem and has caused American broadband speeds to stagnate, deployment to stall, and has led to rampant consumer abuse. Not until broadband transmission returns to a "telecommunications service" and competitive service providers are once again allowed to connect to the dominant broadband providers' open networks, will we ever see the type of competition that is needed to drive broadband innovation and deployment.

Austin has been hit particularly hard by the effects of insufficient competition and would provide an ideal test case to demonstrate the benefits of an open access broadband network. Both the local DSL provider (AT&T) and the cable broadband provider (Time Warner Cable) seem to have come to a tacit arrangement where neither is willing to improve their broadband product, yet continually raise their prices. In fact, each has recently tested metered service and usage caps in Texas, demonstrating an

apparent desire to force their customers to consume *less* broadband. Last year, Time Warner Cable went so far to as publicly announce a plan to impose a 40GB per month usage cap on customers in Austin and three other cities. Only after a public outcry and threatened congressional investigation did Time Warner Cable grudgingly put this plan on hold, vowing to reinstitute the caps once its customers had been sufficiently "educated."

This year, AT&T once again raised its DSL prices, yet has made no effort to improve its speeds in Austin. Time Warner Cable, for its part, appears to have no intention of upgrading its Austin network to DOCSIS 3.0 and is instead only rolling out these improvements in markets where the company competes with FiOS. It seems that when these companies come together in one market, as they have in Austin, they become complacent and users languish with inferior broadband access.

One potential source of competition for AT&T and Time Warner Cable, the City of Austin, was excluded from the market fifteen years ago. In 1995, the City launched an initiative to build a municipal FTTH network throughout Austin. In response, an army of AT&T lobbyists descended upon the state capitol in an effort to convince the legislature to put a stop to the City's plans and to prevent any other Texas community from ever undertaking municipal broadband again. The result was a state law that effectively prohibits all Texas municipalities from offering broadband service. The City's efforts to bring FTTH to Austin died and the community's broadband market is today almost entirely insulated from any wireline competition.

Austin's paucity of competition and inadequate incumbent broadband service present a great opportunity for Google to demonstrate the benefits of open access networks. The status quo of government-enabled duopoly broadband access has failed and nowhere is that more evident than in Austin. Austinites are hungry for ultra-high-speed broadband and will flock to an alternative provider with a better product. A successful Fiber for Communities trial in Austin would prove that, even in the most dysfunctional of urban broadband markets, open access is tenable and will bring with it the benefits of robust competition.

As a national technology hub, Austin is the perfect community to demonstrate the viability and demand for ultra-high-speed broadband.

Austin is a nexus of gaming, film, video, music, and technology that provides fertile ground for the seeds of new ideas to flourish. As a community, Austin is young, educated, highly tech-literate, and brimming with sophisticated Internet users. Few cities can match Austin's capacity for artistic and technological inspiration. Because bandwidth is a capability that drives innovation, Google's Fiber for Communities plan should seek out a community that is full of innovators. To demonstrate the demand for ultra-high-speed broadband and open networks, Google could not choose a better

community than Austin. We would embrace and utilize ultra-high-speed broadband like no other community.

The Fiber for Communities plan has the potential to reshape the way American politicians and policy-makers think about open access networks. With a successful trial, Google can provide tangible evidence that unencumbered competition and open access – rather than the walled gardens of the incumbents – is the only way for America to once again become one of the world's broadband leaders. For that reason, it is important that Google choose a community that is representative of the failed deregulated duopoly system, but also has a voracious appetite for high-capacity Internet access. Austin is just such a community and we hope that Google will soon hold our home out as the proof that open networks are the path to affordable and ubiquitous broadband.

Sincerely,

Jon Lebkowsky
President, EFF-Austin

City of Austin

City Hall, 301 W. 2nd Street, Suite 2030, Austin, TX 78701 www.ci.austin.tx.us

Economic Growth and Redevelopment Services Office

March 19, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google:

The Economic Growth and Redevelopment Services Office (EGRSO) manages Austin's economic vitality. Our vision is to build a prototype of how cities of the future grow. EGRSO facilitates sustainable growth in partnership with the hundreds of community and project developers. We do this to enhance livability and economic viability in a manner that preserves the character of Austin and its environment. The innovation and creativity that is so prevalent throughout Austin has enabled this community to spur continuous growth not just by importing talent, but at a grass-roots level. By remaining on the cutting edge of new information, new media and life science technologies, Austin has created an environment that embraces the challenges of tomorrow; a characteristic that makes Austin the ideal location for an innovative company such as Google.

Austin's Competitive Edge

Austin offers many compelling reasons why this city is the best location, the best fit and the best platform for Google's 1 Gig network. The talent, technology, creativity and vibrancy make Austin the ideal choice.

We are the 15th largest city in the U.S. and consistently boast impressive quality of life rankings. Recent examples from various publications of Austin's rankings include:

- The "Smartest Cities". *The Christian Science Monitor*, Nov. 2009
- No. 1 Healthiest housing market. *Builder*, February, 2010
- No. 1 Most digital savvy city. *Scarborough Research,* May, 2008
- No. 5 Youth magnet city. *Wall Street Journal*, September, 2009
- No. 1 Rated airport in North America. *Airports Council International,* February, 2010
- No. 1 Safest City. *Farmers Insurance Group, December, 2009*
- No. 1 Small Business City. *Profile.com, January, 2010*

March 19, 2010
Google, Inc.

Austin is hungry for networking. In 2010, it hosted over 10,000 digital, content and new media technology companies. And SXSW, the largest global interactive festival, hosts 200,000 visitors, with a digital mission and worldwide implementation strategy.

Our role within EGRSO is to work with business and community leaders to insure that Austin is poised for global growth. Fast and reliable internet connectivity is a necessity. Internet running at gigabit speeds makes an entirely new class of web applications possible. A high-throughput network like the 1 Gig network would let Austin-area entrepreneurs create a new future in web applications and devices. As the "Live Music Capital of the World", the 1 Gig network would enable Austin to share its live music with the world at extremely low cost.

Austin believes communication is the key ingredient to our future. Now media will make this a reality. As stewards of the environment, sustainable growth is a focus of this community. It is not enough to simply build new roads to help reduce traffic congestion. Telecommuting, virtual meetings and remote connectivity are futuristic steps being taken to enhance our quality of life while simultaneously reducing our carbon footprint. The availability of Google's ultra high speed broadband will further such actions and help us insure that we leave our community to the next generation in a condition equal to that in which we found it.

Perhaps most importantly, to address poverty, our strategic plan is to empower and educate Austin's Children and Teens. We wish to help bridge the social and educational divide that exists within our community. It is my sincere belief that we must make every effort to provide those less fortunate the tools necessary to improve their prospects in life. This can be accomplished through increased access to the 1 Gig network. The availability of ultra high speed bandwidth both in our classrooms and in our homes will not only help our students become better prepared for the challenges of tomorrow, but will allow current job holders and job seekers to become better equipped to meet the challenges of tomorrow.

Thank you for giving us the opportunity to present our thoughts, and to compete for the Google's 1 Gig broadband network. It is my belief that Austin provides the ideal platform to launch such an ambitious endeavor.

Warm regards from Texas,

Kevin Johns, AICP
Director

Economic Growth and Redevelopment Services Office

EL BUEN SAMARITANO
EPISCOPAL MISSION

A hand up, not a hand-out.

7000 Woodhue Drive

Austin, Texas 78745

Phone: 512.439.0700

Fax: 512.439.0742

www.elbuen.org

March 19, 2010

Mayor Lee Leffingwell
City of Austin
P. O. Box 1088
Austin, Texas 78767

Mr. Leffingwell,

El Buen Samaritano is an Episcopal mission in South Austin. Since 1987, this non-profit, faith-based community organization has worked to engage the strengths of working-poor Hispanic families to promote their successful participation in society. El Buen offers a holistic approach toward moving people to self-sufficiency. Among its many offerings are health care, cooking and exercise programs, English and computer classes, food assistance, and leadership development. An added luxury is the free childcare available to all class participants.

There is a "digital divide" among economically disadvantaged Hispanics. Computer and Internet use are next to non existence in the homes of most clients. El Buen's education department's mission is to empower our culturally diverse population by providing quality education and valuable life skills in a safe and caring environment that will help them successfully adapt and adjust to an ever changing society. In order to accomplish our goal, technology needs to become second nature to our clients. We would welcome Google Inc, to become a part of our community to help us open opportunities for our citizens and assist us in integrating technology into the homes our clients.

One of the most frustrating effects of regular internet connections is the long waits for downloads, being kicked of the system and other annoying and unnecessary side effects. Broadband with high bandwidth internet connection is fast and 'always-on', and allows you to communicate, do business and get hold of information instantly and at any time. You can pay a flat fee for monthly connection, giving you more control over your internet bills. It can also give you a significant competitive advantage over other businesses. With broadband, my staff can make greater use of the internet to source information, rent and download services and applications, and deliver superior service as a result. It would also make it lest frustrating for our clients to get acclimated with the digital world, because unnecessary effects are eliminated. Community wide it will make our lives a lot more efficient and less complicated.

One creative way to use Google's presences, is to Build a digital future for our economically disadvantage clientele, by providing access to internships that would otherwise be available to college and university students. Due to the economic status, most of our students cannot afford university tuition and miss out on opportunities. This can also give our students the platform to obtain scholarships by proving their skills and talents in the technology field.

El Buen Samaritano would love to create a Portal that will allow students and client's access through an intranet system to perform a variety of functions. For example; allowing them to register for class's online, make up miss courses, and having access to variety resources provided by our agency.

Austin is in the forefront of the technological world, we are a diverse community and have a wide spectrum of technology skill levels therefore creating the perfect platform to test a system and receive a wide range of responses to the success of the fiber network. Basic users to high level professional users can provide great input to the trial and help integrate this great technology community wide.

I sincerely hope for the benefit of our community that we get the opportunity to become a test site for this fiber network.

Respectfully,

Mona Izquierdo
Director of Education
El Buen Samaritano Episcopal Mission

19 March 2010

Google
1600 Ampitheatre Parkway
Mountain View, California 94043

Dear Friends at Google:

Girlstart is honored to participate in the effort to encourage you to consider Austin for your experimental network project. Girlstart is a grateful Google Grants recipient and we think that Austin would a perfect site for this project, and that Google and Austin would be a great fit.

Girlstart's mission is to empower girls in science, technology, engineering, and math (STEM). We accomplish our mission by developing innovative models and processes for teaching STEM, empowering girls to achieve in STEM education and pursue STEM careers, and feeding the national STEM workforce. Girlstart provides sound, effective and vanguard programming for girls in and out of the school day that directly reach girls, but also inform teachers and families as they seek to identify ways to engage girls in STEM subjects and careers. Our programs take place year-round at schools, at our Girlstart Technology Center, or at community partner locations.

Since 1997, Girlstart has served over 20,000 girls and 5,500 teachers and families with school-based programs, workshops for teachers, summer camps, science career conferences and expos, large-scale science events for families, and more. All our programs are hands-on, cutting edge, fun, and informal, in an all-girl environment that supports girls as they gain mastery in STEM subjects. Girlstart currently provides the following programs both during and outside of the school day: Girlstart After School; Girlstart Summer Camps; Applied Research Initiatives; Professional Development; Expanding Your Horizons girls' conference; and Public and Virtual STEM Programming.

Girlstart views the opportunity for innovation primarily in relationship to access. When more individuals have tools with which they can create, they then have the opportunity to create vastly more things. A team of girls, for example, in our *Project IT Girl* program last year worked on a corporate internship that resulted in the development of an mobile app idea that would, for example, identify open parking spaces in the city (we'd be happy to share the idea with you, if you like). We could see community groups authoring the culture of their lives by developing technology tools that are relevant for them, that use their voice and their talent, rather than simply having apps 'available' to them. We could see groups of learners take an active role in their scholarship by working across networks to accomplish projects, or to take an active role in creating new educational environments. We could also see groups of people coming together to build new collaborative teams that may result in new enterprises. Or groups of children coming together to collaborate. Access will increase engagement. And because this will doubtless result in new developments, this is the opportunity where innovation arises.

1400 W. Anderson Lane | Austin, Texas 78757 | tel: 512.916.4775 | fax: 888.852.6481 | www.girlstart.org

This network project would, of course, increase access, which in itself creates opportunity. But what we can also say is something like this: as we move increasingly digital, especially with our teaching and learning, we need to ensure consistent and robust access to the nets. For educational organizations learners alike, learning should not stop when we leave our doors or the doors of our school. Learning and collaborating needs to be possible everywhere. This new opportunity would make those basic building blocks possible. Girlstart is absolutely invested in this.

We believe that Austin is a unique city and a uniquely qualified community to support this project. We also believe that Austin will be an effective steward of this project and participate and collaborate with Google so that Google views the relationship as mutually beneficial. We will do whatever we can to support this project should Austin be selected.

We strongly urge you to consider Austin as a test community for your exploratory network project. Should you have any questions concerning our support for the City of Austin's response to your RFI, please do not hesitate to contact me at any time. I remain

very respectfully yours,

Tamara Hudgins, Ph.D.
Executive Director

tamara@girlstart.org
tamara.hudgins@gmail.com
Google Voice # 512-394-4324

Austin
Chamber of Commerce
★ ★ ★ ★ ★
Opportunity Austin
A Central Texas Business Initiative

March 26, 2010

Dear Google:

On behalf of the approximately 2,500 chamber members representing over 100,000 employees in central Texas, the Greater Austin Chamber supports the City of Austin's efforts to attract the new Google High Speed Internet project.

Ranked as the Best City for Recession Recovery (Forbes, 6/10/09) and as one of the top "Cities of the Future" (fDi Magazine, May 09) I can't think of a better place for Google to test this new project. Austin is the 6th most educated city in the United States and is World renown for its tech savvy entrepreneurial spirit.

I realize Google already knows much about Austin and included in the RFP are the numerous rankings which should appeal to the Google team as you go about selecting cities for the project. Please feel free to contact me at any time and we look forward to your pending announcement on where Google will invest this new high speed internet project.

Sincerely,

Mike Rollins

Michael W. Rollins, CCE

President
Greater Austin Chamber of Commerce

210 Barton Springs Road, Suite 400
Austin, Texas 78704
Tel: 512.478.9383 Fax: 512.478.9615

Housing Authority of the City of Austin

Established in 1937

Board of Commissioners
Henry Flores, Chairman
Carl S. Richie, Jr.
Charles Bailey
Tyra Duncan-Hall
Thelma Pannell

President & CEO
James L. Hargrove

March 22, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Re: Big Gig Austin: Bring Google's proposed super high speed broadband network to Austin

The Housing Authority of the City of Austin (HACA) dedicates itself to creating and sustaining healthy communities that promote individual responsibility, economic growth, human dignity and hope for the future. HACA is a public agency whose business is to: ensure that safe, quality affordable housing opportunities exist for families of low income; break the poverty cycle by serving as a catalyst for residents to become self-sufficient; create meaningful partnership to maximize community resources; and effectively meet federal, state and local mandates.

HACA owns and operates 1,928 units of conventional public housing in 19 developments throughout Austin. HACA also manages a Housing Choice Voucher Program that provides rent vouchers for over 5,100 units of housing in Austin's private rental market. In addition to providing housing to low-income families, HACA provides support programs to help residents to move toward housing and economic self-sufficiency. These programs include an intensive Family Self-Sufficiency program, workforce development program, youth educational success program, financial literacy and homeownership program, and senior support program.

For the past ten years, HACA has committed itself to expanding resident access to technology. Understanding that the factors associated with the lowest incidence of computer and Internet usage include minority status, senior status, low income and low educational attainment, and serving all of these populations, HACA made it a priority to provide computer and Internet access at community rooms at all of its public housing properties. Grants from the U.S. Department of Housing and Urban Development, AT&T and the City of Austin, coupled with HACA funding, have made access possible. Nonetheless, it is estimated that only 20% of HACA's residents currently have a computer or Internet at home. While the cost of a computer and Internet access preclude most residents from gaining access, and providing outright access for all public housing residents is beyond HACA's financial means, it is the agency's desire to form strategic partnerships and support creative endeavors that will increase resident access.

With eight out of ten of the fastest-growing occupations being computer related, with workers who use computers earning approximately 20% more than those who don't, and with three of the top ten employers in Austin in the technology sector it has become increasingly imperative that low-income, minority and disadvantaged adults and youth in Austin become technologically literate. Moreover it is critical that HACA's youth gain technology skills at a young age, in an effort to level the digital playing field and break the cycle of poverty.

HACA understands that if Google's proposed experimental Big Gig network came to Austin, the network would be open to competitive service providers. This would boost competition to a higher level, lowering cost for consumers. For HACA and its residents, cost for access is paramount. A lower cost would allow an abundance of HACA Public Housing and Housing

Choice Voucher families who don't currently have Internet, to gain access and increase their digital literacy. Just recently, HACA explored a broadband technology opportunity through the Department of Commerce, which would have allowed HACA to wire all units at three of its properties, and provide pointed training and support services. While a number of non-profit service providers in Austin were on board to provide training and services to HACA residents, there was only one local broadband Internet service provider that was willing to partner with HACA and provide access at a bulk rate cost that was reasonable. The other providers only offered services at cost, or at a bulk rate still beyond HACA's means. It was a disappointment for HACA and its partner agencies that only one local broadband service provider was willing to support a collaborative effort in providing broadband access to some of Austin's most impoverished residents. It is HACA's hope that a project like the Big Gig network, would eradicate some of these obstacles, and support access for all residents.

In addition to the cost competition created by the proposed Google Big Gig network, HACA knows that this high performance network will allow for the creation of extensive applications that will ultimately benefit its' residents – in particular high level training and education applications that will support residents in gaining job skills, increasing their literacy and pursuing educational endeavors. HACA also foresees how the Big Gig network can benefit both non-profit and for-profit services providers in the Austin area that it currently partners with.

Based on the extensive impact that the Big Gig network can and will have in Austin, and the benefits that HACA will garner through the implementation of such a network, the Housing Authority of the City of Austin supports City of Austin's efforts to bring the Google Big Gig network to our great city.

Sincerely,

James L. Hargrove

James L. Hargrove
President and CEO

[redacted]
Austin, Texas 78745

Mark Ott, City Manager of Austin
City Hall
301 W. 2nd, 3rd Floor
Austin, Texas 78701

February 10, 2010

Subject: Opportunity to bring Google's ultra-high speed broadband to Austin

City Manager Mark Ott:

As I am sure you have heard by now, Google is looking for potential communities in the US to test a new ultra-high speed internet connection with speeds which will average over 100 times the speed of common broadband to date. Google is experimenting with several technologies today--including GoogleVoice--which, I feel, are going to reset the bar in the way that Americans communicate; as a Communications and Sociology scholar, there is not a company I feel more inclined towards.

As it stands, Google is offering the opportunity for communities around the United States to voice their intent to be a part of its initial project. They are asking that both residents and local officials make their desires known by March 26th, after which they plan on making a speedy decision. This is a phenomenal opportunity for Austin, which is an adept and savvy city ready for such a technology and is (hopefully) looking for the right chance to step up as being a research flagship in emerging technologies.

I ask you to take a look at their proposal (which is simple, and found at: www.google.com/appserve/fiberrfi/public/overview) and consider this opportunity, with gravity; it could have an exceptional impact, one where Austin takes a step forward in the communications sector.

I am also aware that there are businesses that—for individual reasons—would seek to keep our city from taking part in Google's experiment. I ask you in light of the opinions which will surely come to remember: innovation gives birth to opportunity.

Sincerely,

James Michael Whitney Smith

RECEIVED - TARA
APR 23 2010
RESEARCH & REGULATORY AFFAIRS

ALWAYS NEW, ALWAYS YOU

March 19, 2010

METelevision Network
2130 South Congress Avenue
Austin TX 78704
(512) 804-2400

To Whom It May Concern,

First I would like to commend you on another ground breaking initiative within the USA. METelevision would like to extend our full support in bringing the "Google Fiber in Communities" initiative to our city, Austin, Texas.

METelevision was established in 2005 as a 24-hour music + entertainment television network broadcast from the "Live Music Capital of the World." Austin, Texas. Our focus is giving priority visibility to touring and regional independent artists, singers, songwriters, videographers, filmmakers, artists and performers in all art forms via television, internet, and mobile distribution.

With Austin serving as our "home base", our goal is to establish ourselves as a national prototype for a series of regional music and entertainment networks around the country. Our networks goals are to inspire, create and connect a truly robust and unique creative community within Austin to create truly inspiring collaborative entertainment development (which is often difficult without high speed connectively). As you are aware, the creative audio and film community are some of the most demanding users of internet bandwidth. A key factor to our success is the creation and expansion of our internet presence locally, nationally, and internationally which your fiber to the communities program would greatly enhance.

In addition, having formerly held the role of CTO at Dell here in Austin, I feel Austin's technical community will also rally very quickly around the challenge of pursuing exciting new applications of high speed interconnect within Austin that have not been before possible within the USA.

To this end, we are especially excited to support the City of Austin in their application to bring the "Google Fiber in Communities" initiative to our city. A program like the Google FTTH network will enable not only METelevision, but the entire Austin community to move to the forefront of connectivity in the USA.

On a personal note, if there is any way I can assist you in evaluating Austin as a potential site, do not hesitate to contact me. I have enjoyed working with the Google team in past while reshaping our "white spaces" initiative with the FCC while I was working at Dell.

Thank you for your consideration in having Austin participate in this exciting endeavor!

Kevin A. Kettler

Kevin Kettler
CEO, METelevision Network

MAIN METROPOLITAN AUSTIN INTERACTIVE NETWORK

March 16, 2010

To: The Hon. Lee Leffingwell
Mayor, City of Austin, Texas

Cc: Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Mayor Leffingwell,

The Metropolitan Austin Interactive Network (MAIN) would like to strongly endorse your goal of bringing broadband connectivity to our city in partnership with the Google Corporation. As the new national broadband plan states, broadband Internet is becoming America's common medium, offering access to rich opportunities for education, employment, healthcare and more.

Yet an estimated 40% of households in the Austin area do not have access to affordable broadband connections, especially those who are living in disadvantaged and underserved neighborhoods. For many, this lack of access denies a true opportunity to be part of the Information Society.

MAIN, the nation's oldest nonprofit community technology network, founded the state's first free public Internet access, located in two Austin libraries, later extending this to 26 other communities in Texas. We remain committed to this goal and are excited by the opportunity Google's Gigabit Project can provide to help make broadband information access available for all. We are proud to join with the City of Austin and other organizations participating in this collaborative community technology project.

Our 501c3 nonprofit organization will contribute staff, facilities and additional support for the Austin Google project, working with other partners to help provide free public access, training and a comprehensive program of related services, made possible by the new powerful Google broadband network. We congratulate you and Google for this important broadband initiative, designed to enrich lives of people in our community.

Sincerely,

Gene Crick

Gene Crick, executive director
Metropolitan Austin Interactive Network
gcrick@main.org

City of Austin
Founded by Congress, Republic of Texas, 1839

Planning & Development Review Department
Greg Guernsey, Director
Telephone 512 / 974-2387

March 19, 2010

Dear Google:

I am writing in support of the City of Austin's application for the "Google Fiber in Communities" program. I serve as the Director of the City's Planning and Development Review Department (PDR). PDR is responsible for much of the city's development review and permitting as well as the current and long range planning functions.

Our work is increasingly conducted on-line. The Austin community is extremely active and engaged in all aspects of planning and development. PDR has a number of programs and new initiatives that would benefit greatly from the proposed Google initiative. Examples include:

- City of Austin Community Registry. The City of Austin maintains a publicly accessible database of neighborhood organizations and civic groups called a "Community Registry", containing each registered group's current contact information and geographic boundaries. It allows City staff and the general public to readily identify who to notify regarding large community events, development proposals, requests for public input on City projects, and more. We anticipate this resource being even more valuable if it were connected with more maps and other research tools, which would be facilitated by a faster connection.

- Development Viewer map tool. This recently created tool allows citizens to search the "Development Viewer" map on the City's external website for any new construction or development project within 1,000 feet of their home (or any property address).

- Electronic Plan Submittal. PDR accepts and processes several thousand development applications annually. Currently all development applications are paper submittals, typically multiple copies of 24" x 36" plan sets. PDR is embarking on an electronic plan submittal and review project which would, if fully implemented, dramatically reduce the volume of paper required for development applications and increase accessibility to information on development plans. A high quality, high speed network would substantially improve the functionality of this system.

In summary I believe the "Google Fiber in Communities" program would provide significant benefits to the Planning and Development Review Department and its many stakeholders and customers.

Sincerely

Georgine Adams, Assistant Director for

Greg Guernsey, AICP
Director
City of Austin
Planning and Development Review Department

505 Barton Springs Road, Suite 575 • Austin, Texas 78704 • Fax 512 / 974-2269

Seton Family of Hospitals

March 26, 2010

RE: Google-Austin Big Gigabit Network

Dear Google:

On behalf of the Seton Family of Hospitals, I strongly recommend that the City of Austin, Texas, be selected as a test site for the "Google Fiber for Communities" Project.

The Seton Family, a non-profit organization, was recognized as the top-ranked health system in Texas by Modern Healthcare magazine and health care data consulting firm Verispan and was among the year's top 100 integrated health care systems in the nation for efficiency and performance.

As the leading provider of health care services in Central Texas, serving an 11-county population of 1.8 million, Seton understands the immense potential for significant improvement in the delivery and quality of health care that a gigabit network could facilitate.

Our organization operates:

- 5 major medical centers. Three of the centers are in Austin and two of those constitute the region's only Level I Trauma Centers, with one being a dedicated children's hospital that serves 46 counties
- 2 community hospitals in Austin
- 2 rural critical access hospitals in surrounding counties
- An inpatient mental health hospital in Austin
- Several strategically located health facilities that provide rehabilitation and medical care for well patients
- 3 primary care clinics for the uninsured in Austin

In addition, Seton recently entered into a historic partnership with The University of Texas System Board of Regents and The University of Texas Southwestern Medical Center in Dallas, one of the nation's premier medical schools, to increase the amount of medical education and medical research conducted in Central Texas. The relationship is expected to significantly expand collaborative research efforts with UT Southwestern and The University of Texas at Austin. And, as the region's largest community service organization, Seton contributed more than $419 million in care for the poor and community benefit last year.

Seton's mission inspires us to care for and improve the health of those we serve with a special concern for the sick and the poor. One of the ways that we fulfill our mission is to provide the highest standard of care in a healing environment where humanity, spirituality and technology co-exist.

Currently we are in the process of converting all of our paper health records into electronic medical records (EMR). In fact, Seton is the pilot site for our national health care system's conversion initiative. Due in large part to the difficulty of adopting and integrating EMR

without high-speed connectivity, today only 8 percent of the nation's 5,000 hospitals use EMR. A gigabit network would accelerate the full implementation of EMR conversion throughout the Seton Family, resulting in critical short- and long-term cost savings along with enhanced clinical outcomes and improved patient safety.

The use of ultra high-speed connectivity also would benefit and help expand our telemedicine work. In situations when face-to-face clinical interactions are delayed or otherwise not possible, telemedicine would allow for the timely, effective and efficient delivery of high-quality health care services. Its use is of special interest to the Seton Family because our critical access sites and other hospitals would benefit from connections to Seton's two Level I trauma centers. The ability to provide consults, high-definition video conferencing and imaging via reliable, high-speed connectivity to other hospital networks and clinics in the geographic region would effectively leverage relatively scarce expertise in the broader community.

You'll also receive a separate letter from the president of our northern-most market, Seton Medical Center Williamson, recommending Round Rock, Texas, for the "Google Fiber for Communities" Project. Ideally, having both Austin and Round Rock as test sites would enable us to solve both our EMR and telemedicine challenges.

The Seton Family provides Healthcare that Works, Healthcare that is Safe and Healthcare that Leaves No One Behind and the use of Google's ultra high-speed connectivity would significantly augment our delivery of high-quality, efficient and equitable health care in Austin.

Sincerely,

Charles Barnett, FACHE
President and CEO
Seton Family of Hospitals

March 22, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Dear Google *Fiber for Communities* Team,

On behalf of the Slackerwood crew, I urge your consideration for Austin, Texas as a trial location for the Google “Fiber for Communities” project.

Slackerwood (www.slackerwood.com) is a specialty website devoted to reporting and reviewing all aspects of Austin film. Austin film communities have grown so substantially in recent years that you could fill a website with nothing but local movie-related information. That's what we do.

People ask us why a website about movies is interested in an initiative to bring the Google Fiber Network to Austin. It's a no-brainer: Faster network speeds mean we can watch more movies online at a higher picture quality. Film geeks who have found out about this initiative are salivating.

Sure, I can go to Hulu right now and watch “Slacker” (1991) online, and it looks just fine – unless it's a busy time of day or the network is dragging. But imagine watching Wim Wenders' “Paris, Texas” (1984) with the same exquisite quality on the Criterion Blu-ray. Imagine a network that isn't going to drag when everyone in town seems to have a wild hair for watching things online.

I'm not the best person to explain all the technical aspects of fiber networks – the best explanation I've heard is that fiber is to cable modems and DSL what cable modems were to dial-up back in the day. But I'm excited about this campaign to build a fiber network in Austin.

Sincerely yours,

Jette Kernion
Editor in Chief
slackerwood.com

Gary Gattis
Spacetime Studios, LLC
8627 North Mopac Ste 300
Austin, Texas 78759
512.750.7001

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

To Whom It May Concern,

My name is Gary Gattis. I run a game development studio in Austin, Texas as well as serving as chairman of the Austin branch of the International Game Developer's Association.

I am writing this letter to implore you to consider Austin as the recipient of your fiber network trial.

Time Magazine's March 29th edition highlights Austin as a model of hope for the economy's recovery (see http://www.time.com/time/photogallery/0,29307,1973259,00.html). Austin is growing across multiple industries, and remains one of the most advanced cities for technical development.

Austin is home to several thousand game developers across multiple companies ranging from small garage shops to major publishers like Electronic Arts and Nintendo. One area of particular concentration is in online multiplayer game development, which coincides with a strong need for very fast connections.

I urge you to bring your fiber network to our city, and I can guarantee that there will be an army of game developers eager to utilize the additional bandwidth.

Thank you for your consideration,

- Gary Gattis
  President, Spacetime Studios
  Austin Chairman, International Game Developer's Association

ST. EDWARD'S
UNIVERSITY
VICE PRESIDENT
INFORMATION TECHNOLOGY

March 22, 2010

Google Inc.
1600 Ampitheatre Parkway
Mountain View, CA 94043

To the Google Fiber Network Project Team,

I write to express my congratulations to Google for your exciting and innovative Fiber for Communities project. I also write to express my strong support for the participation of the City of Austin in this initiative.

The world is a profoundly different place than it was ten short years ago. It is different politically, economically, socially and culturally. This fundamental change has been driven by the nearly global expansion of the internet and by extraordinary improvements in communication technologies. St. Edward's University is committed to providing students with the skills necessary to navigate and to excel in the new global environment which has been so heavily shaped by technological innovation. The University is also committed to utilizing technology effectively to further its educational mission. We are actively working to use technology to provide our students with greater access to resources around the world, and to deepen our students' understanding of global issues and challenges. We are also actively exploring the use of technology to make the resources of our Austin campus available to students at our portal campus in France and in other parts of the world. We very much look forward to the opportunities that the Fiber for Communities project will create for us to further explore the educational potential of high speed network technologies.

St. Edward's University is fortunate to be located within the City of Austin. Austin is an extraordinarily sophisticated, creative and tech-savvy community. I am confident that you will find in the City and its constituents excellent partners in your exciting project.

I fully support the City of Austin's bid to collaborate with Google on your effort to develop an ultra high speed community network.

Sincerely,

David Waldron

David Waldron
Vice President for Information Technology

3001 South Congress Avenue Austin, TX 78704-6489 512.233.1667 fax 512.448.8754

STATE OF TEXAS
OFFICE OF THE GOVERNOR
TEXAS FILM COMMISSION

RICK PERRY
GOVERNOR

March 17, 2010

The Honorable Lee Leffingwell
Mayor, City of Austin
P. O. Box 1088
Austin, Texas 78767

Dear Mayor Leffingwell,

Like most of us in Austin, I very much support Google's choosing our city for the gigabit project.

As director of the Texas Film Commission, I oversee a staff of 15 people who serve as State liaisons to the film, television, video game and animation industries. Austin is already a national leader in these industries; in video game and animation alone, Austin is home to almost 100 companies. Thousands of Austin residents work every day to create motion picture and video game content for global distribution.

Besides its benefit to all Austin Internet users, Gigabit speed will allow users in the film, television, video game and animation industries to more effectively create and distribute content, as well as making a positive change to every aspect of their on-line work and leisure. Austin has proven itself to be a great choice for those industries, and it's a great choice for Google too.

Thank you, Mayor Leffingwell, for all you're doing to help bring Google's project to Austin. Landing this project would be a winning situation for all sides.

Sincerely,

Bob Hudgins
Director

P.O. BOX 13246 AUSTIN, TEXAS 78711 ★ (512) 463-9200 FAX (512) 463-4114
www.governor.state.tx.us/film ★ film@governor.state.tx.us

Texas.Net
1044 Liberty Park Drive
Austin, Texas 78746
Tel: (512) 684-9000
Fax:(512) 684-9001Fax
lonestar.texas.net

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043
March 25, 2010

Dear Google,

Texas.Net is a storied local ISP based in Austin, Texas, and we are writing to express our full support for Google's Fiber for Communities project and to nominate Austin as its deployment city. Texas.Net is one company within three which together can provide the full solution to Google's problem of how to serve Fiber to the Home in Austin, Texas.

Our three companies are Texas.Net, Data Foundry, and Giganews, and together we effectively form a keiretsu. You may recognize Data Foundry and Giganews as Giganews is an NNTP Usenet peer with Google, and Data Foundry and Giganews recently hosted NANOG 48 in Austin, Texas.

- **Texas.Net is a full-service ISP who would provide a fully-fledged Internet service to residential customers over Google's Fiber for Communities open access network.**
    - **Texas.Net has been in continuous operation since 1994.**
    - **Texas.Net is still operating today, with 24x7 local telephone and e-mail technical support, marketing, billing, and the canonical set of Internet services including Usenet newsgroups, e-mail, web, and ftp services.**
    - **Texas.Net has a stable set of satisfied customers who are loyal and have told us to not shut down or sell out, who would be ecstatic to have our service via fiber.**

- **Data Foundry is a carrier neutral co-location datacenter provider who would provide facility support to Texas.Net and to content providers looking to serve 1 gigabit broadband customers.**
    - **Data Foundry launched in 1999, offering datacenter and managed hosting services with the experienced touch of an ISP**
    - **Data Foundry services corporate, education, healthcare, government, financial, and Internet businesses in datacenter facilities in Houston and Austin, TX.**

- **Giganews is a Global Broadband Application Provider (Usenet Newsgroups) whose servers have the proven ability to fill 1 gigabit per second access networks with content.**
    - **Giganews has subscription based customers in 190+ countries, from server clusters and network in the following states and countries:**

        - **Hong Kong, PRC; Los Angeles, CA; Austin, TX; Ashburn, VA; Miami, FL; London, UK; Amsterdam, NL; Frankfurt, DE.**
    - **Giganews has tremendous leverage and experience in the wholesale bandwidth market, as well as knowledge of the underlying politics and economics which shape the market.**
    - **Giganews has experience with deploying and managing Ethernet networks passing in excess of 100 gigabits per second.**

We started Texas.Net in 1994, just before the web began its long explosion, when the killer apps were Usenet, e-mail, IRC, and gopher. We marketed to and served our customers out of a tiny 444 square foot office, crammed with people, computers, modems, and a fax machine. In those heady days, we were all brash and young and passionate about making the Internet accessible to anyone. We played with new technologies, we solved problems for our customers, and we invested in the things that would make the Internet faster, always faster, and more responsive.

We still have a copy of the Internet Service Providers Bimonthly Directory, July/August 1997, published by Boardwatch magazine. In that issue, we count 54 independent local ISPs serving the 512 area code, which is the area code for Austin. We were one of them, and we were growing at an astounding rate.

The market was thick with competition. Imagine having 54 local ISPs to choose from in your home town today?

The great preponderance of Americans have access to only one, or maybe two, wireline broadband providers at home. Imagine being able to choose from 54.

Even though we had 53 competitors in our area code, we thrived. When Southwestern Bell – our incumbent telecom provider at the time – decided to enter the Internet business, people said we were doomed. How could we possibly compete, they asked. But we did. And we won. We won the Best of Austin poll in the Austin Chronicle for the Best Internet Service Provider in 1998 and 2000. We were providing a higher quality of service than you could get from other providers. We had better reliability, better speed, better technical support, better business terms, and better character and culture which made our customers proud to be our customers. And those customers are still proud.

We grew and prospered. We expanded to cover 10 Texas cities. We deployed points-of-presence in Dallas/Fort Worth, Houston, and San Antonio, all still operating today. Our internal Usenet servers were so good, we launched a spin-off Usenet company called Giganews, which is today **one of the 100 largest traffic sites** on the Internet, serving customers in 194 countries, with server clusters and network spread out world-wide. In fact, **Giganews peers NNTP with Google**. We took the profits from our dialup business and plowed them into data centers, and launched Data Foundry, a commercial collocation and Internet access provider.

Texas.Net is still operating today. We are one of the few ISPs remaining in continuous operation from 1994 through 2010. But around the year 2000, we saw that the fix was in in Washington, and we would be blocked out of the burgeoning broadband to the home networks. We filed a complaint with the FCC, because we believed AOL Time Warner was not complying with the FCC's requirements to allow access to their network. Our complaint was unsuccessful, and we were left to modems and plain old telephone lines to serve our customers. Incumbent broadband providers, with legislatively protected and subsidized infrastructures, have managed to outgrow us and dominate the local ISP market.

The Google Fiber for Communities project excites us. One of your tenets is an open network, something we have been fighting for, for over a decade, as seen in our FCC filings and Washington DC lobbying efforts. One of the challenges for the Fiber for Communities project will be to find ISPs once you have the fiber infrastructure in place. Who is going to do the marketing, billing, and technical support? Who is going to personally engage with customers, solve their problems, and figure out all the little things that have to be done to make them happy? We see this challenge as opportunity. **Texas.Net is the answer to the challenge**.

Texas.Net is prepared, today, to use the open Fiber for Communities network to service customers, the way we are servicing our dialup customers. Just like the plain old telephone line system, we can see many ISPs using Fiber for Communities. It would be the new level playing field, upon which we successfully competed in the past. We would welcome competition, and frankly, ISPs would complement each other as we diversify in the market. **We are prepared not only with operational technical support and billing systems, but also with facilities and bandwidth through our Data Foundry and Giganews businesses.**

Texas.Net has been continuously profitable from the inception, through today. We have a stable, loyal customer base, who begs us to not sell out or shut down. We know how to run this business. **We had to get global to get local**, we had to diversify through our Giganews and Data Foundry businesses to continue growing, but the experiences have grown us and we are more prepared now than ever to run a broadband ISP. Texas.Net, Giganews and Data Foundry together are integrated and cover all the needs of a 21st century broadband ISP. If we don't do it through a Fiber for Communities network, then we will do it through another open access network that will come along.

Austin has long been full of enthusiastic early adopters who are very comfortable with technology. Austin would embrace and engage in your Fiber for Communities in a way that few other cities in America could. We are confident that **Texas.Net would one of the key local enabling ISPs**, which is critical for your success. We know how to do it, we have been doing it for 16 years, and we want to do it more.

In closing, we urge Google to take into account the local support we are offering, and **choose the City of Austin for Fiber for Communities**.

We look forward to your response.

Kind Regards,

Edward Henigin
Chief Technology Officer
Data Foundry, Inc.
1044 Liberty Park Dr.
Austin, TX 78746

Total Immersion Software, Inc.
10814 Jollyville Road
Building 4, Suite 350
Austin, TX 78759
512-249-2400 (Office)
512-249-2401 (Fax)
www.totimm.com

March 25, 2010

Google Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

To Whom It May Concern:

My name is Frank Roan and I'm the General Manager of the Austin office for Total Immersion Software, Inc. We are a Serious Games company with over 130 employees, all focused on the military training, rehearsal, and simulation space. In 2006, when we were awarded a four year DARPA contract to develop a simulation platform usable by all of the Department of Defense, we strategically decided to open a development office in Austin, TX due to the strong technical and innovative reputation of the community. Since that time, the Austin office has grown quickly to over 60 people and continues to attract surprisingly high quality employees from the local area. Austin has more than impressed us with its people and culture. Opening a technology development office in Austin has been one of the best strategic moves we have made.

Austin has one of the largest gaming and technology communities in the world, many of which are focused on Massively Multiplayer Online Games, the backbone of which is internet connection speeds. Much of our military work is also focused on distributed systems and how internet connectivity speeds will affect our future military forces.

I'm positive Google will experience exactly what we have; that Austin is a technical and innovation leader. That highly creative people live and thrive in this city. And that technology like high-bandwidth internet access will stoke unimaginable fires of creativity and usage that only a unique city like Austin can inspire and foster.

If there is anything I can do to assist with the decision or if there is any information I can provide, please do not hesitate to ask. We truly believe in this effort to bring Google Fiber to Austin.

Sincerely,

Frank Roan
General Manager
Total Immersion Software, Inc.
Austin, TX
cell: 512-633-2704

OFFICE OF THE VICE PRESIDENT AND CHIEF FINANCIAL OFFICER

THE UNIVERSITY OF TEXAS AT AUSTIN

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March 19, 2010

Google Inc.
1600 Ampitheatre Parkway
Mountain View, California 94043

To the Google Fiber Network Project Team,

Google's Request for Information from municipalities interested in participating in its Fiber for Communities project has excited the faculty, students and staff at The University of Texas at Austin. On behalf of the University community, this letter is in strong support of the City of Austin's participation in this grand experiment to make Internet access for city residents more than 100 times faster than most of us experience today.

As one of the world's largest institutions of higher education and research, the University plays a significant role in ensuring Austin earns its global reputation as a center for technical and cultural innovation. The availability of an ultra-fast, one gigabit network to our citizens would enable the creation and deployment of myriad services of benefit to Austin, our campus community, and others as Google extends this capability to other cities.

As an example, the Texas Advanced Computing Center (TACC), a pre-eminent research center at the University, has recently launched advanced visualization resources for scientific researchers working with extremely large data sets. The impact is striking and practical, offering the ability to track public health threats such as the H1N1 virus, visualize hurricane simulations and so much more. If Google builds the Big Gig in Austin, residents would have the opportunity to learn from such treasures, as well as enjoy access to the University's live music performances, lectures, digital libraries, renowned art collections and special events.

The University is dedicated to improving the quality of life on campus and in our community by serving as a driving force for innovation and discovery. We believe deeply that what starts here changes the world and know that the University and Austin together create a dynamic, pioneering and creative tech-savvy community that few American cities can match as a test bed for Google's investment.

With enthusiasm, I fully support without reservation the City of Austin's bid to collaborate with Google for the development of an ultra high-speed, open network in our community.

Sincerely,

Kevin P. Hegarty
Vice President and Chief Financial Officer
and Chief Information Officer for ITS

City of Austin
Founded by Congress, Republic of Texas, 1839
Watershed Protection Department P.O. Box 1088, Austin, Texas 78767

March 19, 2010

Subject: Google Fiber in Communities RFI

Dear Google:

I represent the City of Austin's Watershed Protection Department. We are very excited at the possibility of receiving the Google Fiber network in our community since it would help make us a safer, greener and more transparent community. Our department's mission is to protect lives, property, and the environment of our community by reducing the impact of flooding, erosion, and water pollution. We are one of the City's most environmentally progressive departments and recognize that "green" initiatives are often driven by technology. Austin is known as a high-tech city whose residents understand its benefits. As a result, technology is incorporated without question into our daily activities.

Fulfilling our department's mission involves significant interaction with the citizens of Austin. Flash flooding is Austin's top weather-related killer and a large part of our work involves immediately protecting the public by warning them of dangerous flash flooding; by protecting them in the long term by determining which homes are most prone to flooding and helping people permanently move out of harm's way; maintaining and expanding the storm drain infrastructure that keeps our streets safe and homes dry during rains; protecting private and public property from being destroyed by erosion; and ultimately, protecting the City's creeks, lakes and water supply from pollution. The Google Fiber network would allow us to extend and enhance our interaction in ways that are not currently possible.

Here are some examples of projects that would be possible:

- *Publish geographic information as a service that can be used within applications on the fly.*
  Most of the work that our department performs is spatially relevant: we maintain dams, storm drains, inlets, water quality ponds, drainage channels, and other types of infrastructure; we respond to pollution spills and geographically analyze their potential to harm the environment; we run advanced computer simulations that predict the flow of rainwater across the landscape; and other types of geographic analysis. To accomplish this, we produce dozens of spatial data sets for use within Geographic Information Systems (GIS). We make most of these data sets available to the public at no cost. However, the current methods of distribution are archaic – "snapshots" are taken of our dynamic data at a given time and placed in file format for slow download by citizens. Often the data is stale even as it is placed on the File Transfer Protocol (FTP) site for download! With fast access to geographic data, services could be created to serve this information out on the Internet where it could be ingested live into GIS. The data would always be the freshest available. Citizens could focus less on the physical acquisition of potentially stale data and instead focus on using the most current information.

The City of Austin is committed to compliance with the Americans with Disabilities Act.
Reasonable modifications and equal access to communications will be provided upon request.

- *Create a distributed, geographically-aware information network for employees and citizens.*
  Building on the information as a service concept, different types of data services (spatial and non-spatial) could be combined on the fly to create mash-ups of new information that were previously unavailable. For example, a citizen looking for a new home could combine a service showing a digital terrain model (i.e., a 3D representation of the local topography) with known floodplain boundaries (also a spatial service), drainage complaints (textual data associated with a spatial coordinate as a service) and real estate listings (address-based textual service from 3rd party) to find homes located in areas that would have a low propensity for flooding. All of these data sets exist now but are impractical to provide as services due to the extreme bandwidth needed to adequately support them. The City acquires detailed aerial photography on a regular basis, which if offered as a set of historical aerial photography services, would be extremely useful to the public.

- *Connect disparate City sites for better collaboration.*
  The Watershed Protection Department alone is housed in a number of different locations in Austin. High-speed access between these sites is often limited to commercial DSL or cable modem access that must be shared by several employees at a time. This hobbles our ability to access the corporate information stored at main City locations due to the slow network speeds that in turn reduce our ability to respond to citizen inquiries in a timely fashion. A high-speed network would help our staff communicate and work more efficiently with each other and with citizens.

- *Facilitate uploading by citizens of video and high-resolution photos of water quality and drainage problems such as localized flooding, erosion, pollution spills, etc.*
  Watershed Protection is ultimately about service to the citizens of Austin. While the City has a 311 system that provides the most critical needs, it could be expanded. For example, when a citizen calls with a complaint or concern, it would be extremely helpful to allow him or her to attach a high-resolution photograph or video to better explain the problem. As the saying goes, a picture is worth a thousand words, and a video can tell stories that words or a photo cannot. It would significantly improve our services to be able to receive video of pollution spills or street or house flooding as these occur to help our staff determine the cause and extent of the problem. Rarely are we able to witness spills, flooding or erosion as it happens. Having video of these events would be very helpful.

- *Broadcast live public meetings on the Internet in digital television quality and integrate with social networking sites.*
  Transparency of government is always desired. City government works best when citizens are involved and engaged. What better way to invest citizens in government than to make it immediately accessible and interactive? The City of Austin has been moving toward providing open and easy access to live broadcasts of public meetings of its boards, commissions and the City Council through its cable Channel 6. It has also been moving into the realm of making these meetings available on the Internet for viewing after the fact as well. Offering all public meetings live on the Internet

with high quality video and interactive services linked through social networking could be explored with a more capable network available throughout Austin.

- *Allow on-demand access to high quality historic photography and video.*
  The Watershed Protection Department has a large library of digital information including historic aerial photography, high-resolution site-specific photography and historic digital video that it would like to share:
  - Our digital historic aerial photography spans several decades and comprises close to ¾ Terabytes of information.
  - We have oral and visual histories of significant events in Austin (e.g., interviews with survivors of the great Memorial Day flood of 1981).
  - We have videos showing flash flooding in action.
  - Several low water crossings in Austin have live video feeds.
  - Thousands of photos documenting the City's valuable water resources including creeks, lakes and the Colorado River.

  We would be able to make this information freely available on the Internet if the bandwidth existed to support its efficient download.

- *Provide broader and faster access to existing City services.*
  The Google Fiber network would increase our capabilities to provide information faster and easier and to offer new services that we are not able to provide currently.

We would be greatly honored and very excited if Google becomes part of Austin since it would pair a modern and progressive company with a vibrant and tech-savvy community.

Sincerely,

Victoria J. Li

Victoria J. Li, P.E., Director
Watershed Protection Department

VH:*pc*