

What is Broadband?

The term broadband refers to high bandwidth data connections to the Internet. Bandwidth is the amount of data that can be transmitted across a connection. For example, these dots graphically represent:

- Digital Subscriber Line (DSL) = 24 Million bps
- Cable Broadband = 60 Million bps
- DCCN = 1,000 Million bps* (see orange background dot)

A DCCN connection provides 17 times more bandwidth than cable broadband and 42 times more than DSL!



*Does not include wireless connections.

High-Speed Internet at your Fingertips

Douglas County PUD operates a high-speed communication network in Douglas County. Getting connected is easy using two simple steps:

- 1 Select an Internet Service Provider (ISP) from the list below.**
- 2 Make a network connection request with the ISP.**

The ISP will then:

- ✓ Contact Douglas PUD to determine the requirements to connect your address.
- ✓ Coordinate with Douglas PUD for installation of equipment on home.
- ✓ Arrange to connect the inside of your home to the network connection box on the outside of your home or business.
- ✓ Inform you when you're ready to start enjoying the speed of the DCCN.

Internet Service Providers
 (check www.dccn.net for most current providers)
 Internet Phone Television

iFiber Communications www.ifiber.tv 1-866-284-3842	Odessa Office Equipment www.odessaoffice.com 509-982-2181
LocalTel www.nwinternet.com 509-888-8888	SwiftStream www.swift-stream.com 509-826-0300
Noel Communications www.noelcomm.com 509-575-4780	Star Touch Broadband www.startouch.com 1-888-733-0203

Frequently Asked Questions

How much does it cost to get connected to the DCCN?



New connections in serviceable areas currently require a \$150 new connection fee. Connections outside of serviceable areas will still require a 100% contribution in aid of construction.

What equipment do I need to connect to the DCCN? Is my computer ready for broadband now?

Contact your ISP for specific information and recommendations. Most computers manufactured since 2005 have the proper equipment for a broadband connection. Douglas PUD also strongly recommends use of a firewall and up-to-date anti-virus software.

Who do I call if I have problems with my DCCN connection?

You should contact your ISP. They have support staff trained to diagnose problems over the phone. If it appears there is a problem with the DCCN, the service provider will contact Douglas PUD to request the appropriate action.

Check out www.dccn.net

- Installation Videos
- Serviceability Maps
- Service Provider Information
- and MORE