

May 6, 2007

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aka Delta County Tele-Comm, Inc.
137 Grand Ave
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Subject – Internet Service - Request For Additional Information

The TDS FAQ section on their website really doesn't address, in my view, many questions common to standard Internet technology and associated standard LAN topologies. TDS has, for a number of months now, been sending me advertisements for their "High Speed" Internet access service. These advertisements also do not provide the detailed technical information I need to make an informed decision. For the record, I need only basic access to the Internet that is both reliable and reasonably fast on a consistent basis. To this end, I would appreciate answers to the list of questions below.

- 1) Our family has two co-located residences both of which use a common and standard Cat-5E Ethernet based LAN system to access the Internet. This LAN provides connectivity for a total of 5 PC's of which no more than typically two PC's are used at any one time. Do your policies for residential service allow connection to such a network? Yes No. If so, are the costs the same as your described residential services? Yes No.

- 2) All of our PC's are dual boot Linux/Windows machines with Linux being the primary operating system due to its extensive security features. Linux is really not mentioned on your FAQ's. Are there restrictions to using Linux with your service offerings? If so, what are they?

- 3) Our family has no need of your e-mail services providing you do not block access to remote e-mail systems. Besides the port blocking list provided in your FAQ section, are there any other technical reasons we cannot access standard remote e-mail systems using standard e-mail software applications.

- 4) TDS asks for a 12-18 month commitment to their Internet service upon sign-up but I don't seem to be able to find mention of any guarantee or commitment by TDS to Internet access service quality over the same period. What exactly are TDS's Internet service quality commitments and guarantees to subscribers over the same period?

- 5) Our current Internet service, as bad as it is, provides a static IP address and a standard Ethernet connection to the Internet. For residential service in this area, are static IP addresses available from TDS? If so, what are the total current monthly cost of such an address or number of addresses?

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6) TDS Sales fliers make mention of “3 Mb High-Speed Internet” service. In light of widely known metallic cable pair speed limitations, does this mean that the local remote terminal that I, and everyone else in the area would be served from has continuous fiber optic transmission connectivity back to the Internet? If so, is the 3 Mb value a continuous rate value or some type of burst rate?

7) Our family does not engage in any type of spam transmission, porn, Internet gaming, illegal music file sharing etc. We do run a non-commercial website and do engage in extensive file downloads and uploads using FTP and BitTorrent. This is mostly in support of our website in addition to the Linux operating system and associated software applications. Is the 3 Mb speed figure mentioned in the TDS sales brochures a symmetrical value (same speed upload and download)? If not, what are the actual upload (transmit) and download (receive) speed values?

8) I can find no supported or suggested system topology diagrams on the TDS website. The connection configuration between our current LAN and your network would normally include some type of modem and router. Am I allowed to purchase and operate my own modem and router? It's been reported that the modem you supply contains a proprietary to TDS software package. What are the responsibility boundaries for the various necessary functions and devices?

9) Relative to item number 8 above, does your network allow subscribers the use of normal network utilities (ie. pings and traceroute) to quickly and easily identify and isolate network transmission and latency problems?

10) The terms Ipv4 and Ipv6 were not found on the TDS FAQ website. It's common knowledge that Federal computer systems and networks are scheduled to be fully compliant with Ipv6 no later than June 2008 (approx. one year from now). What is TDS's schedule to introduce and use Ipv6 and the near limitless availability of static IP addresses this change represents?

Yours or TDS's timely response to these questions would be greatly appreciated.

Sincerely

Disappointed In Hotchkiss, CO