

## Marshall, Karen

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**From:** Diane Guite [diane.r.guite@gmail.com]  
**Sent:** Wednesday, December 05, 2012 4:38 PM  
**To:** Marshall, Karen  
**Cc:** Michel Guite; dguite@vermontel.com  
**Subject:** Re: Tomorrow

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Ok thanks! See you at 5:30. Can you remind us what the name of the restaurant is?

Sent from my iPhone

On Dec 5, 2012, at 4:33 PM, "Marshall, Karen" <Karen.Marshall@state.vt.us> wrote:

> Hi Diane. No news on the Governor's schedule. I think we will likely not be able to get in to see him tomorrow. He is just back from California. Look forward to meeting you at 5:30 in Waterbury.

>

> Sent from Karen's iPad , please excuse any typos

>

> On Dec 5, 2012, at 2:15 PM, "Diane Guite" <diane.r.guite@gmail.com> wrote:

>

>> Hi Karen !

>>

>> Really looking forward to meeting you tomorrow. Am driving with Dad on the way to Rutland right now.

>>

>> We have plans to meet Jim Porter and Liz Miller at 10:30am tomorrow, and are meeting with Holly and Chris at some point tomorrow as well. Dad asks if there's any news on if the Governor might be free to meet tomorrow.

>>

>> Looking forward to seeing you!

>>

>> Sent from my iPhone

## **Marshall, Karen**

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**From:** Marshall, Karen  
**Sent:** Tuesday, December 11, 2012 11:01 AM  
**To:** 'Michel Guite'  
**Subject:** RE: Rural Broadband Farm Forums/ VTA award

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thanks for sending.

We need to discuss the VTA award approval press release/ event:

- Award is the largest ever by the VTA ( 2.5x previous)
- Explain how it will tap the mobile capacity of the WOW network
- introduce the concept that VTEL will be a retail provider of cellular service
- adds to FCC 2M mobility award ( was this 4g or 3g?)
- ??? do ATT. T mobile want to join in on release of information regarding the roaming agreements for 3G, and the test/ proofing necessary for 4g data roaming.
  - o As an aside, I have a meeting tomorrow with Owen Smith/ Govt Affairs at ATT; we could explore/ discuss ATT roaming information release if you want to pursue this information in this release

I am best available until 2p, and after 3:30 P.

**Karen L. Marshall , Chief**  
Connect Vermont, Broadband and Mobile

  
[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

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**From:** Michel Guite [<mailto:mguite@vermontel.com>]  
**Sent:** Monday, December 10, 2012 5:47 PM  
**To:** Tess Gauthier; Sharon Combes-Farr; Diane Guité; 'Brady, Ted (Leahy)'; 'megan.rodriquez@mail.house.gov'; Marshall, Karen; 'David\_Weinstein@sanders.senate.gov'  
**Cc:** Dan Lucier; Tess Gauthier  
**Subject:** RE: Rural Broadband Farm Forums

Ted, Megan, Karen, David,

In the topics discussed today I failed to highlight our Rural Radio Farm Forums. A summary written today by our Forum leaders Tess Gauthier and Dan Lucier follows:

*2,518 people have been reached in over 25 towns:*

Springfield, North Springfield, Chester, Hartland, Danby, Pawlet, Killington (Sherburne), Mt. Holly, Tinmouth, Grafton, Saxtons River, Rockingham, Bellows Falls, Wallingford, Cuttingsville, Weston, Cavendish, Ludlow, Brandon, Tinmouth, Proctorsville, Weston, Woodstock, Castleton, Rutland, Brandon, Brattleboro.

*The number of people in each session ranges from 1-3, 4, or, 5. Sessions are being conducted with various groups; elderly, at risk youth, unemployed, underemployed, disabled. VTel has formed partnerships with the Department of Labor, Senior Centers, Housing Authorities, Libraries, and Community Agencies. The number of sessions range per week from 5-100.*

**Michel Guite**

President

Vermont National Telephone Co, Inc.

[REDACTED]

E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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**From:** Tess Gauthier

**Sent:** Monday, December 10, 2012 10:17 AM

**To:** Michel Guite; Sharon Combes-Farr; Diane Guité

**Cc:** Dan Lucier

**Subject:** RE: Rural Broadband Farm Forums

**Tess Gauthier**

Community Broadband Team Director

Vermont Telephone Co., Inc.

[REDACTED]

E-Mail: [tgauthier@vermontel.com](mailto:tgauthier@vermontel.com)

**Marshall, Karen**

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**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Tuesday, December 11, 2012 6:17 PM  
**To:** Sharon Combes-Farr; Marshall, Karen; 'Justin Robinson'  
**Cc:** Diane Guité; Tess Gauthier; Dan Lucier  
**Subject:** RE: Belevider

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Excellent. We need to be much more "out there" pointing out to every school in Vermont that the world has something like 2,000,000 microwave connections mad by Ericsson and Alcatel alone, and they work beautifully from Antarctica to Zanzibar, Alabama to Vermont, used by Level 3, AT&T, Verizon, Google, Yahoo, Apple, the CIA, the White House, and a "Best Technology" answer is "we alone can integrate fiber, microwave, wireless broadband seamlessly to give every Vermont institution cost-effective service."

Belvidere is only one of 100 that needs the message.

**Michel Guite**  
President  
Vermont National Telephone Co, Inc.

[REDACTED]

E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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**From:** Sharon Combes-Farr  
**Sent:** Tuesday, December 11, 2012 6:04 PM  
**To:** Michel Guite; 'Marshall, Karen'; 'Justin Robinson'  
**Cc:** Diane Guité; Tess Gauthier; Dan Lucier  
**Subject:** RE: Belevider

Michel, Tess spoke to this customer. It is essentially a day care center that would like Internet access for a community center. They appear to be looking for residential grade service, but we are clarifying directly with the customer, as well as Karen's contact at the State of VT. Gordon also said he would quickly evaluate whether the school is a good location for a wireless site.

**Sharon Combes-Farr**  
Director of Marketing  
Vermont Telephone Co., Inc.

[REDACTED]

E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

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**From:** Michel Guite  
**Sent:** Tuesday, December 11, 2012 5:58 PM  
**To:** Sharon Combes-Farr; 'Marshall, Karen'; 'Justin Robinson'  
**Cc:** Diane Guité; Tess Gauthier; Dan Lucier  
**Subject:** RE: Belevider

First step is to find where is Belvidere, and to plan a microwave hop to it. Where is our nearest fiber? How far away is it. What is the school address. What does Google show you about the schools height above sea level and how many floors? If you need help doing this tell me, and I can show you how.

**Michel Guite**

President

Vermont National Telephone Co, Inc.

[REDACTED]  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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**From:** Sharon Combes-Farr

**Sent:** Tuesday, December 11, 2012 4:31 PM

**To:** Michel Guite; 'Marshall, Karen'; 'Justin Robinson'

**Cc:** Diane Guité; Tess Gauthier; Dan Lucier

**Subject:** RE: Belvider

Yes. Our first step is to talk directly with the school to talk about their exact needs and then develop a solution for them and work with them to put their service request into the eRate process. Tess and I will follow-up directly with the customer.

**Sharon Combes-Farr**

Director of Marketing

Vermont Telephone Co., Inc.

[REDACTED]  
E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

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**From:** Michel Guite

**Sent:** Tuesday, December 11, 2012 4:06 PM

**To:** 'Marshall, Karen'; Sharon Combes-Farr; 'Justin Robinson'

**Cc:** Diane Guité; Tess Gauthier; Dan Lucier

**Subject:** RE: Belvider

Karen,

Moments before your email Sharon sent an email saying "Sam gave me and Tess a good overview of the capabilities and cost for microwave shots recently."

Sharon, Tess, Dan, will you figure out how to address this Belvidere school need?

**Michel Guite**

President

Vermont National Telephone Co, Inc.

[REDACTED]  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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**From:** Marshall, Karen [<mailto:Karen.Marshall@state.vt.us>]

**Sent:** Tuesday, December 11, 2012 1:35 PM

**To:** Sharon Combes-Farr; Michel Guite; 'Justin Robinson'

**Cc:** Diane Guité; Tess Gauthier; Dan Lucier

**Subject:** RE: Belvider

This is question of WHEN can this be available to this address in Belvidere?

It is a local school, where they now conduct afterschool and senior programs.

The students now attend school in Eden.

They need a connection for these programs to take place,

Is there any means other than the fiber run 10 miles away to connect this site quickly to service? ( anything > 3/1 would likely be fine).

Any realistic timeframe on connectivity would be appreciated.

There are no other options currently ( outside of satellite) for this location.

The ask is coming from Susan Bartlett, assistant on education to GPS>

Thanks

Karen L. Marshall , Chief

Connect Vermont, Broadband and Mobile

[REDACTED]  
[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

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**From:** Sharon Combes-Farr [<mailto:sharoncf@vermontel.com>]

**Sent:** Tuesday, December 11, 2012 1:16 PM

**To:** Michel Guite; 'Justin Robinson'; Marshall, Karen

**Cc:** Diane Guité; Tess Gauthier; Dan Lucier

**Subject:** RE: Belevider

Yes, we understand. Sam gave me and Tess a good overview of the capabilities and cost for microwave shots recently.

**Sharon Combes-Farr**

Director of Marketing

Vermont Telephone Co., Inc.

[REDACTED]  
E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

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**From:** Michel Guite

**Sent:** Tuesday, December 11, 2012 12:49 PM

**To:** 'Justin Robinson'; Marshall, Karen

**Cc:** Diane Guité; Sharon Combes-Farr; Tess Gauthier; Dan Lucier

**Subject:** RE: Belevider

Guys, don't forget our backhaul is so robust, we have so much **fiber**, so much **microwave**, so much **wireless bandwidth**, that we can go anywhere. It is impossible to find a site where we say "oh we

can't go there". Sharon will you please confirm this is understood by you, Tess, Dan? **High-**

**frequency traders use 50-year-old wireless tech**

High-frequency traders are turning to legacy microwave technologies for faster communications

By **Joab Jackson**, IDG News Service |

December 10, 2012

In the world of high-frequency trading, where being ahead of the competition by a few milliseconds can mean profits worth millions of dollars, finance firms are increasingly looking to decades-old microwave technologies for a competitive edge.

Such firms are finding that wireless microwave technology, despite being in use for more than half a century, can deliver data a few milliseconds faster than fiber-optic cable. As a result, the once-stagnant industry of microwave communications is finding itself in an "arms race" among vendors of new competitive offerings, said Mike Persico, CEO of financial exchange service provider Anova Technologies.

"If you want to transport a little bit of data very fast, physics tells you that you have to go through air. Fiber is just not a good idea. It will slow you down," explained Stéphane Ty, co-founder of Quincy Data, which provides microwave services to financial firms.

Ty was one of a number of speakers who discussed the increasing use of microwave technologies at the Quant Invest conference last week in New York.

For financial services firms, getting some piece of competitive intelligence a few milliseconds faster than their competitors can be worth the cost of securing a faster link. Stock trades can take less than a millisecond to execute.

Microwave technologies have been in use for point-to-point connections for decades by the military and by broadcast television stations. Point-to-point wireless microwave transmissions, which operate in the 1.0GHz to 30GHz part of the spectrum, require line of site, though signals can be repeated along the route. A good signal -- such as between two mountaintops -- can travel as much as 300 kilometers, or around 186 miles.

Microwave use has declined in the past few decades as fiber-optics communications has been able to offer greater bandwidth. These days, the largest microwave link can offer only 150Mbps, though work is being done to develop gigabit microwave technologies.

One advantage microwave still possesses, however, is speed of transmission. Electromagnetic waves travel faster through air than through glass. Light, an electromagnetic wave, can travel at 300,000 kilometers (186,000 miles) per second in a vacuum, and nearly that quickly through air. Light, however, can only travel at about 200,000 kilometers per second in even the clearest glass.

## High-frequency traders use 50-year-old wireless tech

High-frequency traders are turning to legacy microwave technologies for faster communications

By Joab Jackson, IDG News Service |  
December 10, 2012

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**Michel Guite**

President

Vermont National Telephone Co, Inc.

E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

**From:** Justin Robinson [<mailto:jmrinv@gmail.com>]

**Sent:** Tuesday, December 11, 2012 1:52 AM

**To:** Marshall, Karen

**Cc:** Diane Guité; Michel Guite; Sharon Combes-Farr

**Subject:** Re: Belveder

Karen,

We never got a chance to discuss this. Is there some way we can help?

Thanks,

Justin

On Mon, Dec 10, 2012 at 11:09 AM, Marshall, Karen <[Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us)> wrote:  
Yes will discuss at mtg

Sent from my iPhone

On Dec 10, 2012, at 11:02 AM, "Justin Robinson" <[jmrinv@gmail.com](mailto:jmrinv@gmail.com)> wrote:

10+ miles away. Could wireless help?

Justin

On Dec 10, 2012, at 9:46 AM, "Marshall, Karen" <[Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us)> wrote:

Are you folks anywhere close to this address/ school in Belvedere with NTIA fiber?

Please advise

Karen L. Marshall, Chief



[REDACTED]  
[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

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**From:** Bartlett, Susan  
**Sent:** Friday, December 07, 2012 3:13 PM  
**To:** Marshall, Karen  
**Subject:** RE: Belevider

3996 Vt Rt 109

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**From:** Marshall, Karen  
**Sent:** Thursday, December 06, 2012 9:02 PM  
**To:** Bartlett, Susan  
**Subject:** Re: Belevider

Ok thanks

Sent from Karen's iPad , please excuse any typos

On Dec 6, 2012, at 8:10 PM, "Bartlett, Susan" <[Susan.Bartlett@state.vt.us](mailto:Susan.Bartlett@state.vt.us)> wrote:

They do after school stuff and want to expand, but can't u til they have high speed. No idea what the address is but will find out for you

Sent from my iPad

On Dec 6, 2012, at 5:27 PM, "Marshall, Karen" <[Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us)> wrote:

I'll check on availability. Do you know the school address? Are there students there at all during the day or has the building been transformed into more of a community center?

Sent from my iPhone

On Dec 6, 2012, at 1:14 PM, "Bartlett, Susan"  
<[Susan.Bartlett@state.vt.us](mailto:Susan.Bartlett@state.vt.us)> wrote:

Karen can you see if you can help with this problem. Belvidere is now covered by VTel and Fair Point the houses around the school have high speed now, the school does not, we need to get the line dropped into the school as soon as possible.

Currently the elementary kids go to school in Waterville, so the school is used for seniors, after school programs and such. The district wants to do more weekend and afterschool stuff, but needs the internet access to have it work. So what can we do to make it happen now, not in 9 months thanks  
susan

**Marshall, Karen**

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**From:** Sharon Combes-Farr [sharoncf@vermontel.com]  
**Sent:** Tuesday, December 11, 2012 8:17 PM  
**To:** Marshall, Karen  
**Subject:** RE: Vtel WOW Concerns  
**Attachments:** image001.gif; image002.gif

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

The only thing for sure is changing 60M to 50M, unless Michel says otherwise. I would say give him until noon and then go for it. Your letter is fabulous!! We appreciate it.

"Marshall, Karen" <Karen.Marshall@state.vt.us> wrote:

Thanks, let me know on revised language.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED]

**From:** Sharon Combes-Farr [mailto:sharoncf@vermontel.com]  
**Sent:** Tuesday, December 11, 2012 6:35 PM  
**To:** Marshall, Karen; Michel Guite  
**Cc:** Dan Lucier  
**Subject:** RE: Vtel WOW Concerns

Karen, thanks for sending this and for drafting such a great letter. Michel has described the network this way in the past: "Vtel Wireless signal quality for wireless service near fixed network locations will permit 5 Mbps in both up and down link with the potential for rates of 50 Mbps." (Karen, you mention 60 Mbps in your letter - Michel, would you like that changed to 50 or are you comfortable with 60?)

And, as you know, we are obligated to provide a combined 6Mbps (e.g., 5Mbps down / 1 Mbps up) for the VTA grants - so this has become our minimum level for service in areas covered by our various grants. It is our expectation that most customers will enjoy download speeds between 10Mbps-15Mbps - and, as already noted, many will enjoy even faster speeds.

I will have Dan from my team scour the website to see where specifically 5Mbps is mentioned and make sure that is clarified. It could be related to the VTA grants where the obligation is to provide that as the minimum.

Sharon Combes-Farr  
Director of Marketing  
Vermont Telephone Co., Inc.

[REDACTED]

E-Mail: sharoncf@vermontel.com<mailto:sharoncf@vermontel.com>  
**From:** Marshall, Karen [mailto:Karen.Marshall@state.vt.us]  
**Sent:** Tuesday, December 11, 2012 6:19 PM  
**To:** Michel Guite; Sharon Combes-Farr  
**Subject:** FW: Vtel WOW Concerns

HI Michel and Sharon,  
I am attaching a draft response to this email from a constituent in Putney.  
It would be sent from Connect VT.  
I am sending you way to assure accuracy of my statements with regard to the WOW project.  
Please review,  
Thanks

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED]  
karen.marshall@state.vt.us<mailto:karen.marshall@state.vt.us>

From: Roessle, Drusilla  
Sent: Tuesday, December 11, 2012 8:33 AM  
To: Marshall, Karen  
Subject: FW: Vtel WOW Concerns

Karen,

Do you have any suggestions for how best to respond to this email regarding the Vtel proposal for the Putney area?

Thank you -  
Dru

From: Burke, Ashley  
Sent: Tuesday, December 11, 2012 8:25 AM  
To: Roessle, Drusilla  
Subject: FW: Vtel WOW Concerns

Hey Dru, I figured this would fall to you according to the new system. Thanks!

Ashley Burke  
Office of the Governor  
109 State Street  
Montpelier, VT 05609  
[REDACTED]

Visit Governor Shumlin's Online Resources:  
Website<<http://governor.vermont.gov/>> |  
Facebook<<http://www.facebook.com/Governor.Peter.Shumlin>> |  
Twitter<<https://twitter.com/#!/GovPeterShumlin>> |  
YouTube<<http://www.youtube.com/user/VTGovernor>>

From: Michael Wilner [mailto:woodhous@sover.net]  
Sent: Monday, December 10, 2012 11:12 PM  
To: Mike Mrowicki  
Cc: Burke, Ashley; Sam Coleman  
Subject: Vtel WOW Concerns

Dear Mike,  
This email is being copied to Pete Shumlin's assistant, Ashley Burke, who was kind enough to call me last month about this issue, and to Vtel's representative, Sam Coleman, who I also spoken to.

Vtel has not had any answers to the question of what their WOW internet service will actually provide in terms of speed of connection, download allowances or consumer costs. They claim they haven't made final decisions yet. I find this quite remarkable in as much as they were awarded a multi-million dollar grant under the Federal Recovery Act in 2010. Surely they should have clearly stated the intended service that our tax dollars would help them provide? In lieu of any actual commitment as to what WOW internet service will be, I can only quote their website which states that the expected upload and download speed for WOW will be 5Mbps. Obviously since this is wireless service this could and will likely be significantly slower in actual usage, depending on weather and other factors. Our current service provider, Hughesnet is ALWAYS slower (often 1/4 of the promised speed in fact).

For perspective, with a national average speed of 6.7 Mbps across the nation, the United States ranks only 12th in the world. In short, even at 6.7 Mbps (which is a third faster than WOW is even promising) our connection speeds under WOW here in VT, will be well below what 1st world nations are providing and well below what the U.S., has on average. And remember that 5Mbps is the PROMISED best likely speed for WOW, which in reality will likely be much slower due to internet traffic, weather, etc. Worst of all, the speed demands of the internet are growing by the day. High definition video requires much higher speeds to run smoothly and the use of HD is burgeoning and will soon be the norm. In other words, 5Mbps is already too slow and will only prove to be more inadequate over a very short time period as the internet grows, along with bandwidth and download requirements. Vtel itself knows this which is why their fiber optic service will provide speeds of up to 1,000Mbps. The WOW service at 5Mbps is clearly totally inadequate.

The other big issue with WOW is the proposed monthly download allowance. This service, as described on the Vtel website "will be based upon 10 GB per month per wireless subscriber". This means a user can only download 10GB per month! The Vtel website then goes on to describe this as generous because "Typical wireless data subscribers use less than 2 GB of data per month." This statement is grossly misleading: typical wireless users are TELEPHONE users. Such smartphones users don't use 'wireless' to download that much data because of slow speeds and cost. Instead they use the 2GB a month allocated by their service providers (such as AT&T or Verizon) only when there is no Wifi. Mostly they use WiFi to download majority of their data and internet use. Simply put, when they are in their car or somewhere without Wifi, they might download email, or get directions to a destination, but their real internet use is through hardwired, limitless internet via fiber optic or hardwire at Starbucks (over free WiFi) or at home (where they have hardwired internet), at school, and other public places with free hardwired Wifi, etc. No one can survive in today's world with a 2GB total monthly limitation and to compare this sort of use to what we really need in our homes and businesses here in Vermont is a joke. Even at 5 times this amount, the 10GB Vtel WOW is proposing to provide is ridiculously limiting and will NOT meet the needs of a home business, or personal use. To put this in perspective, here are some average internet uses and their hourly download consumption:

- Streaming audio = roughly 60mb per hour
- Streaming video = approx 400mb an hour (not HD)
- Skype = roughly 100MB per hour for a single connection, conference calls can use 50% more MB per hour.
- Watching a movie in low definition = approx 700mb
- One High Definition (HD) movie = approx. 2GB

A little math to show the import of these numbers: 10GB is 10,240MB a month, or (divided by 30) approximately 340MB a day. Therefore watching one LOW RESOLUTION online movie would use up 2 DAYS WORTH of the proposed monthly allowance. Watching one HD Movie would use up 6 days worth of the monthly allowance. "Skyping" for three hours would use up that entire day's allowance. Streaming a one hour of video (such as Vermont Public television coverage of the gubernatorial debate with Peter Shumlin) would use up more than a day's worth of download allowance. In short, 10GB a month is a ridiculously low download limit. Moreover, the amount of bandwidth required to use today's internet is growing by the second. This means that as inadequate as the proposed 10GB limitations is now, it will be even more absurdly inadequate a year from now when the Vtel system comes online here in Putney. Bottom line:

-If Vtel is proposing to provide internet at 5Mbps, even assuming it actually functions at that speed, it will be woefully slow compared to even the average internet speeds across the U.S. which in fact ranks a pathetic 12th in the world. Conclusion: the proposed speed of the wireless service proposed by Vtel is TOO SLOW. Only hardwire can address the real need for speed.

-If Vtel is proposing to provide a monthly download limitation of 10GB, this will not allow normal business or personal use of the internet. For home businesses there will be a profoundly non-competitive result. Conclusion: Vtel must provide download limitations at least the range of 50 GB a month to allow it's users full use of the internet. Even at this size, given the rise of HD and embedded downloadables on almost all websites these days, the download limits will barely be viable into the near future.

Cost: Vtel refused to even give me a proposed range of cost for their service. It is frustrating to think that our tax dollars have been given to a company so that they can build a grossly inadequate internet system, which they will then charge us to use. The cost of good quality, high-speed internet that is hardwired (i.e. coming from phone companies, or a cable provider) is in the range of \$20-\$30 dollars a month (when unbundled from phone service and T.V. In these cases the average speed is much greater than Vtel proposes (6.7 Mbps on average across the U.S.) and usually has NO DOWNLOAD LIMITATION!!!! Even without knowing the cost structure Vtel will offer, it is going to be for non-competitive service. Given the relatively expensive cost of cellular service per GB of downloadable use, my educated guess is Vtel WOW will be expensive compared to hardwired internet and of dramatically lower quality.

Reliability: Wireless reliability is much less robust than hardwire. Weather, sunspots and who knows what can dramatically affect reception and speed. Anyone currently using cellular or satellite service can attest to this liability.


Solution: Vermont MUST commit to hardwire the ENTIRE STATE- whatever the cost. Without superior, affordable, reliable high speed internet service, we cannot build business, or adequately engage in the opportunities and experiences available through the internet as people. Such limitations have profound implications for our state's economy, our citizen's well-being and even the value of real estate. Who the heck would buy a house where there isn't REAL internet in today's world??

Fairpoint, at the time they purchased our phone system, promised full internet coverage for the state. Pete Shumlin has since promised the same. The Vtel solution, as propose, is NOT internet- it is cell phone coverage. To call it otherwise would be to call the Putney General Store, Macy's. Among other challenges to living without hardwired high speed internet, my business is being dramatically harmed by my inability to video conference with the clients I serve throughout the U.S. and the world. My competitors can all video conference through such services as Skype. I am losing revenue and being hampered from growing my business. My experience is shared by many other Vermonters lacking real or any internet service. The proposed Vtel cellular coverage for my part of Putney will not begin to address our internet needs or the needs of the Vermonters it is supposed to cover. Wireless is NOT the answer. We need HARDWARE and need it fast.

Finally, I currently pay \$80 a month for Hughesnet. The monthly download limit, which is grossly inadequate, is actually greater than Vtel is proposing for its new service! Vtel promises to provide faster download speeds than Hugheenet's poor service, but this hardly addresses the issue of not being able to download anything with that faster service because of the proposed monthly limitation of 10GB! I am deeply disappointed and can't understand why we aren't hardwiring our state. Whatever the cost, it is necessary to our futures. Vermont should be leading the way in this regard. With our intelligent, creative, hardworking, educated citizenry, we could be attracting great clean businesses and creating our own in-state. We could leading the way in this important technology, and therefore growing our economy and the quality of our citizens lives. This infrastructure is no longer a luxury, it is a basic to even doing business, a basic to being part of today's world as a human. Instead, we are being offered backwards, inadequate, service that will curtail business and restrict our personal growth as well. And it will likely cost more than it's worth. Such a deal!!

I live in Pete's hometown- I can't imagine what Vermonters living in the boonies can hope for. HELP!!!!!!!

All best, Michael  
Michael Wilner  
Wilner Education  
719 West Hill Road  
Putney, Vermont 05346

  
www.wilnereducation.com<<http://www.wilnereducation.com>>  
[cid:C43D7351-BE8E-4ED8-8381-2AA0DA7D7D1A@local]

Michael Wilner, principal and founder of Wilner Education, is a member of The Princeton Review National College Counselor Advisory Board. The Advisory Board, composed of college counseling professionals from across the United States, provides regular input to The Princeton Review for forthcoming publications and projects.

Michael Wilner is a Professional Member of the Independent Educational Consultants Association and has provided college and private secondary school admissions advice for over twenty years. Wilner Education was founded to provide strategic educational and admission guidance to students and their families. Wilner Education takes great pride in leading great students to great futures.

[cid:A2CF7274-7099-4A6E-8B1C-3D83847CF1FE@eaglebrook.org]

**Marshall, Karen**

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**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Wednesday, December 12, 2012 4:24 PM  
**To:** 'Capone, Patrick K (Patrick)'; Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com); Marshall, Karen  
**Cc:** Dannehl, Matt (Matt); Leo, Thomas R (Thomas); Sherwood, Daniel (Daniel); Diane Guité  
**Subject:** RE: VTel and Actiontek

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thanks Patrick. I am also here introducing you to my daughter Diane Guite, who joined VTel last week from Goldman Sachs. In the event there is any Alcatel presentation of global technology leadership you recommend, Diane is a good candidate to attend.

**Michel Guite**  
President  
Vermont National Telephone Co, Inc.

  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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**From:** Capone, Patrick K (Patrick) [mailto:patrick.capone@alcatel-lucent.com]  
**Sent:** Wednesday, December 12, 2012 4:08 PM  
**To:** Michel Guite; Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com); 'Marshall, Karen'  
**Cc:** Dannehl, Matt (Matt); Leo, Thomas R (Thomas); Sherwood, Daniel (Daniel)  
**Subject:** RE: VTel and Actiontek

Michel,

Let me touch base with Matt Dannehl and get you an answer.

Patrick

---

**From:** Michel Guite [mailto:mguite@vermontel.com]  
**Sent:** Wednesday, December 12, 2012 4:06 PM  
**To:** Capone, Patrick K (Patrick); Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com); 'Marshall, Karen'  
**Cc:** Dannehl, Matt (Matt); Leo, Thomas R (Thomas)  
**Subject:** RE: VTel and Actiontek

How soon can we get 1,000 of these?

**Michel Guite**  
President  
Vermont National Telephone Co, Inc.

  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

---

**From:** Capone, Patrick K (Patrick) [mailto:patrick.capone@alcatel-lucent.com]  
**Sent:** Wednesday, December 12, 2012 3:33 PM  
**To:** Michel Guite; Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com); 'Marshall, Karen'  
**Cc:** Dannehl, Matt (Matt); Leo, Thomas R (Thomas)  
**Subject:** RE: VTel and Actiontek



Michel,

Our team has been discussing Actiontek with Justin on weekly IPTV calls. It is one of the items that we have been tracking as the project moves forward.

Patrick

---

**From:** Michel Guite [<mailto:mguite@vermontel.com>]

**Sent:** Wednesday, December 12, 2012 3:29 PM

**To:** Justin M. Robinson; Diane Guité; Dave Burstein ([daveb@dslprime.com](mailto:daveb@dslprime.com)); 'Marshall, Karen'

**Cc:** Capone, Patrick K (Patrick)

**Subject:** VTel and Actiontek

Justin, Patrick,

Seemingly excellent news from Actiontek. As some on this email list know, I made a desperation calls yesterday to Dean Chang who is Actiontek's CEO, and Terry Shobert their VP Business Development, and we got back 100% responsive calls from all. (A prayer: Dear Lord, make Apple be as responsive letting us buy their iPhones.)

They say they want to work with us, have no exclusive tie with Google, but are worried because their GigE modem integrated with Microsoft Mediaroom is complex, needs tweaking, and they don't want to be responding to many smaller Telco's trying to use. They advise that Alcatel is their spokesperson for our tier of smaller Telco's, advise we buy through Alcatel, and that we form a group with other smaller Telco's such as Bristol Valley Telephone and Alcatel .

They say Matt Donnehl (sp?) at Alcatel ([REDACTED]) is the focus, we need several weeks in the Alcatel queue, but we should be ideally positioned to get in the queue.

Does this help?

**Michel Guite**

President

Vermont National Telephone Co, Inc.

354 River Street

Springfield, VT 05156

[REDACTED]

E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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## Marshall, Karen

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**From:** Marshall, Karen  
**Sent:** Wednesday, December 12, 2012 4:50 PM  
**To:** 'Sharon Combes-Farr'  
**Cc:** Michel Guite  
**Subject:** FW: Recent VTA Award to VTel Wireless- press release draft  
**Attachments:** Cell Service Expansion in Four Vermont Counties redline marshall.docx; Cell Service Expansion in Four Vermont Counties with revisions marshall.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi folks,

Attached are a red line and revision version of a draft press release regarding this \$5 million cellular award to VTEL from VTA.

Please review, and add your input.

The quote for Michel is only draft form, as some possible language.

A key question to be answered: mention or no mention of Roaming agreements with specific providers? I am recalling that there has been no release of this information by carriers to this point. We could make this statement blind to a specific carrier if need be.

If yes, we should coordinate a carrier statement or even a separate press release by the carrier stating how this is groundbreaking, etc.

I am working on whether to host a press event, this \$5 million is definitely big news.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] [karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

-----Original Message-----

**From:** Marshall, Karen  
**Sent:** Wednesday, December 12, 2012 4:31 PM  
**To:** Thompson, Caro; Allen, Susan  
**Subject:** RE: Recent VTA Award to VTel Wireless

HI All,

Attached are a redline and revised version, with possible quotes.

I have written GPS, added KM, and a possible Guite comment for VTEL to consider.

Once shaped up on our end ( please add significant corridor info/ routes, Caro) we will ship to VTEL ( Sharon combs Farr, Michel Guite) for input and approval. I am not certain what the thought line on ATT T Mobile announcement would be. Need VTEL input there.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] [karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

-----Original Message-----


**From:** Thompson, Caro  
**Sent:** Wednesday, December 12, 2012 10:31 AM

To: Allen, Susan  
Cc: Marshall, Karen  
Subject: Recent VTA Award to VTel Wireless

Hi Susan,

Here's the latest, for your perusal and comments.

Thanks!  
Caro

Caro Thompson  
Broadband Outreach Coordinator  
Vermont Telecommunications Authority  


100 State Street, Suite 342  
Montpelier, VT 05620-3205  
[www.telecomvt.org](http://www.telecomvt.org)

## **Marshall, Karen**

---

**From:** Marshall, Karen  
**Sent:** Wednesday, December 12, 2012 5:33 PM  
**To:** 'woodhous@sover.net'; 'Mike Mrowicki'  
**Cc:** Burke, Ashley; Roessle, Drusilla; Sam Coleman; Michel Guite  
**Subject:** FW: Vtel WOW Concerns  
**Attachments:** Michael Wilner 12 12 2012.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dear Mr. Wilner,

Thank you for contacting the Governor's office with a copy of your concerns regarding the Vtel WOW network. Your comments are well informed about broadband speeds and mobility. You have spent considerable time on task in the understanding of our wired and wireless world, and we appreciate your interest in technology and how it can drive economic success for rural states like ours.

Vermont Telephone is in the midst of building the largest scale 4G/LTE broadband network in a single jurisdiction in America, with grant funding from the USDA/Rural Utilities Service and a significant investment of its own private capital. This project has been noted as one of the top 5 wireless networks in development across the globe because of its scope and ability to deploy the most advanced, leading edge technology. Vtel has selected Ericsson as their technology partner, the global technology leader in wireless equipment design and manufacture. We are fortunate to have it rolling out across our hills and valleys.

The predictions of threshold network speeds and performance are based on engineering and design, and not the as built and demonstrated full capabilities of the WOW LTE network. We will only fully experience speed and capacity as the network gets built through the end of 2013. While we understand that this may give some reason for concern, we believe it will be best to experience the network to truly understand the service and quality level that are possible for Vermonters. I can share a brief window to the future where I attended a speed test within the past month, the WOW network demonstrated speeds greater than 50 mbps download and 10 mbps upload. While these by no means represent a customer loaded system, they do track with major metro area LTE deployments by national wireless carriers.

You have made several good points in your comments and some that may need clarification.

- The WOW network is in fact wireless- utilizing the airwaves to deliver data and voice connectivity, like our mobility cell carriers. It will indeed offer true internet connectivity- the ability to receive and send data from and to the World Wide Web. With IP based technology, Vtel will offer a suite of communications services with WOW.
- With regard to reliability, wireless and wire line technologies each offer unique characteristics of propagation. The robustness of either type of network is a function of the backhaul capacity. We are fortunate that Vtel's installations will dominantly be served by fiber backhaul, removing a major limiting speed and capacity factor of all networks. It is being built at a robustness level that may in fact take time for Vermonters to catch up to.
- At this time, we cannot postulate on service affordability for individual Vermonters. As all global trends are revealing- data consumption- mobile or fixed- is doubling on an annual basis. Consumers are choosing mobility versus fixed services. We seek our connections everywhere, at any time. Vtel did make commitments to offering low cost bandwidth as a part of its RUS application. However, as with many data and voice services today, consumers have individual consumption patterns based on their needs and habits. As long as there is a deep, robust network that can support multiple users we will be provisioned well as a state with options that serve the needs of all Vermonters.
- Vtel has done an admirable job of relaying basic 4G/LTE WOW network information on their website. During development and deployment, it may not be realistic to forecast or promise speeds and offerings

that cannot be defined at this time. Speeds and data allowances may be best understood in the coming months as the company begins to launch service.

The FAQ section of the VTEL website does address many areas, of which I found this section interesting regarding LTE:

*What is LTE and what does it do for me?*

*LTE, or Long Term Evolution, is the global standard for the fourth generation of mobile networks (4G) supported by all major players in the industry. LTE offers the capacity and the speed to handle a rapid increase in data traffic. According to latest market data traffic report, there will be 5 billion mobile broadband subscriptions in 2017. 50% of the world's population will have LTE coverage 2017.*

*Currently, 89 LTE operators have launched commercial services, 9 of these are LTE-TDD deployments and the rest is LTE-FDD. 280 operators have publicly committed to the technology across 90 different countries with a large number of LTE trials currently in operation. Today, 455 million people have access to commercial LTE networks. (Data from GSA July, 2012 and Ericsson internal)*

*LTE Services will enhance your VTel connection in the following areas:*

***Performance and capacity*** – *One of the requirements of LTE is to provide downlink peak rates of at least 100Mbps. The technology allows for speeds more than 300Mbps and Ericsson has already demonstrated the next step of LTE at the MWC 2010 with theoretical peak rates up to 1.2Gbps.*

***Simplicity*** – *LTE supports flexible carrier bandwidths, from 1.4MHz up to 20MHz. LTE also supports frequency division duplexing (FDD) and time division duplexing (TDD).*

***Latency*** – *The user plane latency achieved in LTE is less than in existing 3G technologies providing a direct service advantage for highly immersive and interactive application environments, such as multiplayer gaming and rich multimedia communications.*

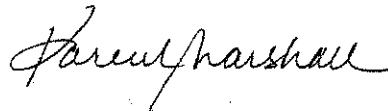
***Wide range of terminals*** – *In addition to LTE dongles and mobile phones, many computer and consumer electronic devices, such as notebooks, ultra-portables, gaming devices and cameras, will incorporate embedded LTE modules.*

4G/LTE wireless data technology holds promise for connectivity for rural areas across the globe, because of its technology and cost to deploy, and is in fact being built in Vermont on a wired backbone of fiber for backhaul. We do not conclude that this will be an inadequate network for Vermonters. Rather, the opposite. The WOW network may provide the lifeblood of connectivity for education, health care and economic advancement in both isolated and urban areas of Vermont.

At the statewide telecommunications planning level, we are developing strategies for investments that will answer our need for speed into the future.

Thank you for sharing your comments and concerns. I hope that you will continue to follow the development of the network as it rolls into Putney and surrounding towns.

Sincerely,



Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

  
karen.marshall@state.vt.us

---

**From:** Michael Wilner [mailto:woodhous@sover.net]

**Sent:** Monday, December 10, 2012 11:12 PM

**To:** Mike Mrowicki

Dear Mike,

This email is being copied to Pete Shumlin's assistant, Ashley Burke, who was kind enough to call me last month about this issue, and to Vtel's representative, Sam Coleman, who I also spoken to.

Vtel has not had any answers to the question of what their WOW internet service will actually provide in terms of speed of connection, download allowances or consumer costs. They claim they haven't made final decisions yet. I find this quite remarkable in as much as they were awarded a multi-million dollar grant under the Federal Recovery Act in 2010. Surely they should have clearly stated the intended service that our tax dollars would help them provide?

In lieu of any actual commitment as to what WOW internet service will be, I can only quote their website which states that the expected upload and download speed for WOW will be 5Mbps. Obviously since this is wireless service this could and will likely be significantly slower in actual usage, depending on weather and other factors. Our current service provider, Hughesnet is ALWAYS slower (often 1/4 of the promised speed in fact).

For perspective, with a national average speed of 6.7 Mbps across the nation, the United States ranks only 12th in the world. In short, even at 6.7 Mbps (which is a third faster than WOW is even promising) our connection speeds under WOW here in VT, will be well below what 1st world nations are providing and well below what the U.S., has on average. And remember that 5Mbps is the PROMISED best likely speed for WOW, which in reality will likely be much slower due to internet traffic, weather, etc. Worst of all, the speed demands of the internet are growing by the day. High definition video requires much higher speeds to run smoothly and the use of HD is burgeoning and will soon be the norm. In other words, 5Mbps is already too slow and will only prove to be more inadequate over a very short time period as the internet grows, along with bandwidth and download requirements. Vtel itself knows this which is why their fiber optic service will provide speeds of up to 1,000Mbps. The WOW service at 5Mbps is clearly totally inadequate.

The other big issue with WOW is the proposed monthly download allowance. This service, as described on the Vtel website "will be based upon 10 GB per month per wireless subscriber". This means a user can only download 10GB per month! The Vtel website then goes on to describe this as generous because "Typical wireless data subscribers use less than 2 GB of data per month." This statement is grossly misleading: typical wireless users are TELEPHONE users. Such smartphones users don't use 'wireless' to download that much data because of slow speeds and cost. Instead they use the 2GB a month allocated by their service providers (such as AT&T or Verizon) only when there is no Wifi. Mostly they use WiFi to download majority of their data and internet use. Simply put, when they are in their car or somewhere without Wifi, they might download email, or get directions to a destination, but their real internet use is

through hardwired, limitless internet via fiber optic or hardwire at Starbucks (over free WiFi) or at home (where they have hardwired internet), at school, and other public places with free hardwired Wifi, etc. No one can survive in today's world with a 2GB total monthly limitation and to compare this sort of use to what we really need in our homes and businesses here in Vermont is a joke. Even at 5 times this amount, the 10GB Vtel WOW is proposing to provide is ridiculously limiting and will NOT meet the needs of a home business, or personal use. To put this in perspective, here are some average internet uses and their hourly download consumption:

- Streaming audio = roughly 60mb per hour
- Streaming video = approx 400mb an hour (not HD)
- Skype = roughly 100MB per hour for a single connection, conference calls can use 50% more MB per hour.
- Watching a movie in low definition = approx 700mb
- One High Definition (HD) movie = approx. 2GB

A little math to show the import of these numbers: 10GB is 10,240MB a month, or (divided by 30) approximately 340MB a day. Therefore watching one LOW RESOLUTION online movie would use up 2 DAYS WORTH of the proposed monthly allowance. Watching one HD Movie would use up 6 days worth of the monthly allowance. "Skyping" for three hours would use up that entire day's allowance. Streaming a one hour of video (such as Vermont Public television coverage of the gubernatorial debate with Peter Shumlin) would use up more than a day's worth of download allowance. In short, 10GB a month is a ridiculously low download limit. Moreover, the amount of bandwidth required to use today's internet is growing by the second. This means that as inadequate as the proposed 10GB limitations is now, it will be even more absurdly inadequate a year from now when the Vtel system comes online here in Putney.

Bottom line:

-If Vtel is proposing to provide internet at 5Mbps, even assuming it actually functions at that speed, it will be woefully slow compared to even the average internet speeds across the U.S. which in fact ranks a pathetic 12th in the world. Conclusion: the proposed speed of the wireless service proposed by Vtel is TOO SLOW. Only hardwire can address the real need for speed.

-If Vtel is proposing to provide a monthly download limitation of 10GB, this will not allow normal business or personal use of the internet. For home businesses there will be a profoundly non-competitive result. Conclusion: Vtel must provide download limitations at least the range of 50 GB a month to allow it's users full use of the internet. Even at this size, given the rise of HD and embedded downloadables on almost all websites these days, the download limits will barely be viable into the near future.



Cost: Vtel refused to even give me a proposed range of cost for their service. It is frustrating to think that our tax dollars have been given to a company so that they can build a grossly inadequate internet system, which they will then charge us to use. The cost of good quality, high-speed internet that is hardwired (i.e. coming from phone companies, or a cable provider) is in the range of \$20-\$30 dollars a month (when unbundled from phone service and T.V. In these cases the average speed is much greater than Vtel proposes (6.7 Mbps on average across the U.S.) and usually has NO DOWNLOAD LIMITATION!!!!!! Even without knowing the cost structure Vtel will offer, it is going to be for non-competitive service. Given the relatively expensive cost of cellular service per GB of downloadable use, my educated guess is Vtel WOW will be expensive compared to hardwired internet and of dramatically lower quality.

Reliability: Wireless reliability is much less robust than hardwire. Weather, sunspots and who knows what can dramatically affect reception and speed. Anyone currently using cellular or satellite service can attest to this liability.

Solution: Vermont MUST commit to hardwire the ENTIRE STATE- whatever the cost.

Without superior, affordable, reliable high speed internet service, we cannot build business, or adequately engage in the opportunities and experiences available through the internet as people.

Such limitations have profound implications for our state's economy, our citizen's well-being and even the value of real estate. Who the heck would buy a house where there isn't REAL internet in today's world??

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Finally, I currently pay \$80 a month for Hughesnet. The monthly download limit, which is grossly inadequate, is actually greater than Vtel is proposing for its new service! Vtel promises

to provide faster download speeds than Hugenet's poor service, but this hardly addresses the issue of not being able to download anything with that faster service because of the proposed monthly limitation of 10GB! I am deeply disappointed and can't understand why we aren't hardwiring our state. Whatever the cost, it is necessary to our futures. Vermont should be leading the way in this regard. With our intelligent, creative, hardworking, educated citizenry, we could be attracting great clean businesses and creating our own in-state. We could leading the way in this important technology, and therefore growing our economy and the quality of our citizens lives. This infrastructure is no longer a luxury, it is a basic to even doing business, a basic to being part of today's world as a human. Instead, we are being offered backwards, inadequate, service that will curtail business and restrict our personal growth as well. And it will likely cost more than it's worth. Such a deal!!

I live in Pete's hometown- I can't imagine what Vermonters living in the boonies can hope for.  
HELP!!!!!!!!!!

All best, Michael

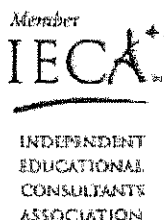
Michael Wilner  
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Putney, Vermont 05346

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Michael Wilner, principal and founder of Wilner Education, is a member of The Princeton Review National College Counselor Advisory Board. The Advisory Board, composed of college counseling professionals from across the United States, provides regular input to The Princeton Review for forthcoming publications and projects.

Michael Wilner is a Professional Member of the Independent Educational Consultants Association and has provided college and private secondary school admissions advice for over twenty years. Wilner Education was founded to provide strategic educational and admission guidance to students and their families. Wilner Education takes great pride in leading great students to great futures.



## Marshall, Karen

---

**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Wednesday, December 12, 2012 11:06 PM  
**To:** Justin M. Robinson; Jeremiah Millay  
**Cc:** Dannehl, Matt (Matt); Capone, Patrick K (Patrick); Diane Guité; Dave Burstein (daveb@dslprime.com); Marshall, Karen; Leo, Thomas R (Thomas); Sherwood, Daniel (Daniel)  
**Subject:** Re: VTel and Actiontek

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

I hear Google's Actiontek' deliver 900 Meg.  
Sent via BlackBerry by AT&T

---

**From:** "Justin M. Robinson" <jmrobins@vermontel.com>  
**Date:** Thu, 13 Dec 2012 02:14:57 +0000  
**To:** Michel Guite<mguite@vermontel.com>; Jeremiah Millay<jmillay@vermontel.com>  
**Cc:** Dannehl, Matt (Matt)<matt.dannehl@alcatel-lucent.com>; Capone, Patrick K (Patrick)<patrick.capone@alcatel-lucent.com>; Diane Guité<dguite@vermontel.com>; Dave Burstein (daveb@dslprime.com)<daveb@dslprime.com>; Marshall, Karen<Karen.Marshall@state.vt.us>; Leo, Thomas R (Thomas)<thomas.leo@alcatel-lucent.com>; Sherwood, Daniel (Daniel)<daniel.sherwood@alcatel-lucent.com>  
**Subject:** Re: VTel and Actiontek

Some additional tuning got us up to just over 700mbps. I would like to know if AT has a newer model with a more robust chip, but 700mbps is darn close to the max 900mbps of true throughput the network can support.

For the non-techies, you won't ever get 1000mbps out of a gige. 90% is likely best you could hope for. Overheads, retransmission, etc all eat into the effective throughput.

On Dec 12, 2012, at 7:48 PM, "Michel Guite"  
<mguite@vermontel.com<mailto:mguite@vermontel.com>> wrote:

Sounds excellent. Important to understand prices, but I presume these are within what we would use as our standard for all 10,000 GigE homes and customers?

Michel Guite  
President  
Vermont National Telephone Co, Inc.

[REDACTED]  
E-Mail: mguite@vermontel.com<mailto:mguite@vermontel.com>  
**From:** Dannehl, Matt (Matt) [mailto:matt.dannehl@alcatel-lucent.com]  
**Sent:** Wednesday, December 12, 2012 6:58 PM  
**To:** Capone, Patrick K (Patrick); Michel Guite; Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com<mailto:daveb@dslprime.com>); 'Marshall, Karen'  
**Cc:** Leo, Thomas R (Thomas); Sherwood, Daniel (Daniel)  
**Subject:** RE: VTel and Actiontek

Michel,

I need to close on two issues to be able to work on lead times.

1) We are very close to finalizing the standard configuration for the AT gateway with the work we are doing at Bristol.

2) I need to coordinate with our team and your team on the test units that we have on-site at Vermont Tel and coordinate support from AT to resolve any issues that may exist in the initial testing.

The standard lead time is usually 12 weeks, but I am working with AT to see what quantities and how fast can we get them once I close on the issues above.

ALU and AT are also working together to formalize a support strategy for this market space that complements each company's strengths, I will be working that in parallel and it should not impact lead times for the units.

I should have answers to the open issues in time for the meetings that are scheduled next week on site.

Patrick

My email will kick back with a vacation notice, but I will be staying active on this project and feel free to call me if I haven't responded in a timely manner to email

Thanks,  
Matt

---

MATT DANNEHL  
ALCATEL-LUCENT  
DIRECTOR - BUSINESS DEVELOPMENT  
MULTI MEDIA INTEGRATION  
[REDACTED]  
[REDACTED]

Matt.Dannehl@alcatel-lucent.com<mailto:Matt.Dannehl@alcatel-lucent.com>

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From: Capone, Patrick K (Patrick)  
Sent: Wednesday, December 12, 2012 3:08 PM  
To: Michel Guite; Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com<mailto:daveb@dslprime.com>); 'Marshall, Karen'  
Cc: Dannehl, Matt (Matt); Leo, Thomas R (Thomas); Sherwood, Daniel (Daniel)  
Subject: RE: VTel and Actiontek

Michel,

Let me touch base with Matt Dannehl and get you an answer.

Patrick

From: Michel Guite [mailto:mguite@vermontel.com]  
Sent: Wednesday, December 12, 2012 4:06 PM  
To: Capone, Patrick K (Patrick); Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com<mailto:daveb@dslprime.com>); 'Marshall, Karen'  
Cc: Dannehl, Matt (Matt); Leo, Thomas R (Thomas)  
Subject: RE: VTel and Actiontek

How soon can we get 1,000 of these?

Michel Guite  
President  
Vermont National Telephone Co, Inc.  
Phone: 802 885-7000  
Mobile: 914 572-7664  
E-Mail: mguite@vermontel.com<mailto:mguite@vermontel.com>  
From: Capone, Patrick K (Patrick) [mailto:patrick.capone@alcatel-lucent.com]  
Sent: Wednesday, December 12, 2012 3:33 PM  
To: Michel Guite; Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com<mailto:daveb@dslprime.com>); 'Marshall, Karen'  
Cc: Dannehl, Matt (Matt); Leo, Thomas R (Thomas)  
Subject: RE: VTel and Actiontek

Michel,

Our team has been discussing Actiontek with Justin on weekly IPTV calls. It is one of the items that we have been tracking as the project moves forward.

Patrick

From: Michel Guite [mailto:mguite@vermontel.com]  
Sent: Wednesday, December 12, 2012 3:29 PM  
To: Justin M. Robinson; Diane Guité; Dave Burstein (daveb@dslprime.com<mailto:daveb@dslprime.com>); 'Marshall, Karen'  
Cc: Capone, Patrick K (Patrick)  
Subject: VTel and Actiontek

Justin, Patrick,


Seemingly excellent news from Actiontek. As some on this email list know, I made a desperation calls yesterday to Dean Chang who is Actiontek's CEO, and Terry Shobert their VP Business Development, and we got back 100% responsive calls from all. (A prayer: Dear Lord, make Apple be as responsive letting us buy their iPhones.)

They say they want to work with us, have no exclusive tie with Google, but are worried because their GigE modem integrated with Microsoft Mediaroom is complex, needs tweaking, and they don't want to be responding to many smaller Telco's trying to use. They advise that Alacatel is their spokesperson for our tier of smaller Telco's, advise we buy through Alcatel, and that we form a group with other smaller Telco's such as Bristol Valley Telephone and Alcatel .

They say Matt Donnehl (sp?) at Alcatel ( [REDACTED] ) is the focus, we need several weeks in the Alcatel queue, but we should be ideally positioned to get in the queue.

Does this help?

Michel Guite  
President  
Vermont National Telephone Co, Inc.  
354 River Street  
Springfield, VT 05156

  
E-Mail: mguite@vermontel.com<mailto:mguite@vermontel.com>

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## Marshall, Karen

---

**From:** Groschner, Holly  
**Sent:** Thursday, December 13, 2012 7:36 AM  
**To:** Michel Guite; [dmalko@telcomvt.org](mailto:dmalko@telcomvt.org); 'Will Dodge'; Marshall, Karen; Campbell, Chris; Sam Coleman  
**Cc:** Diane Guité; Dutcher, Daniel  
**Subject:** RE: Bennington Beacon

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thanks Michel, this is certainly a help, but it sounds as though it is a bit short of a title report? In the meantime, I have heard from AOT that it wants to ensure that it has the right to enter into agreements for additional uses before proceeding. Are you planning on acquiring a title report and proceeding to negotiate with the party that holds record title? If you do, we should discuss the role of AOT in that process. Thanks.



Holly Groschner  
General Counsel  
Vermont Telecommunications Authority  
[hgroschner@telcomvt.org](mailto:hgrochner@telcomvt.org)

---

**From:** Michel Guite [<mailto:mguite@vermontel.com>]  
**Sent:** Wednesday, December 12, 2012 4:54 PM  
**To:** Groschner, Holly; [dmalko@telcomvt.org](mailto:dmalko@telcomvt.org); 'Will Dodge'; Marshall, Karen; Campbell, Chris; Sam Coleman  
**Cc:** Diane Guité  
**Subject:** Bennington Beacon

Here is what I have learned today about the underlying ownership of the VTA's Bennington airport tower. It doesn't seem too hard to fix.

The summit 100' x 100' tower site, and land 1/3 up hill for 2<sup>nd</sup> tower, was once Fillmore Farms owned by the hard-to-get-along-with Holden family. The Holden's entered leases with Better TV, and then Adelphia's affiliate Dorellenic to lease tower space to the Agency of Transportation. The summit lease seemingly expired in 1999, and the lease for the space 1/3 way up the mountain expired in 1995.

Meanwhile the Holden's tried to subdivide the entire mountainside, and met opposition. Somewhere in this drama Southern Vermont College seems to have bought 250 acres of the land, and with Vermont Land Trust and Mount Anthony Preservation Society entered various overlapping agreements, and seemingly forgot about the underlying leases.

Southern Vermont College's acting president Jim Beckwith is trying to confirm if he owns the land. It appears he does. Meanwhile Hank Moses (cell [REDACTED]) and his wife (home [REDACTED])

and son (cell [REDACTED]) are very active in Mount Anthony Preservation Society and Mrs. Moses says she and husband have been trying to untangle this with the State of Vermont for years. Meanwhile the Holden family heirs have heard we are interested, and are running around trying to become intermediaries, seeking a way to get their hands on the lease. Meanwhile the town tax authorities show the summit owned by Mount Anthony Preservation Society.

Welcome to Vermont!

**Michel Guite**

President

Vermont National Telephone Co, Inc.

354 River Street

Springfield, VT 05156

[REDACTED]  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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## Marshall, Karen

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**From:** Marshall, Karen  
**Sent:** Thursday, December 13, 2012 4:19 PM  
**To:** 'Sharon Combes-Farr'  
**Cc:** 'Michel Guite'  
**Subject:** FW: Google Alert - Vermont Telecommunications Authority

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

I think this is a positive story. The town is very sensitive to its guidelines- some in favor, some totally opposed and just wanting service. It will be interesting to see to what degree the tower structure can conform.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile


[REDACTED]  
[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

---

**From:** Thompson, Caro  
**Sent:** Thursday, December 13, 2012 3:56 PM  
**To:** Marshall, Karen; Campbell, Chris  
**Subject:** FW: Google Alert - Vermont Telecommunications Authority

This article talks about a VTA award to VTel with reference to coverage in Newfane.

Caro

  
Caro Thompson  
Broadband Outreach Coordinator  
Vermont Telecommunications Authority  
[REDACTED]

---

**From:** Google Alerts [<mailto:googlealerts-noreply@google.com>]  
**Sent:** Thursday, December 13, 2012 3:44 PM  
**To:** Thompson, Caro  
**Subject:** Google Alert - Vermont Telecommunications Authority

News 1 new result for Vermont Telecommunications Authority

### Another cell tower proposed for Newfane

Brattleboro Reformer

"Newfane is one of the communities covered by a grant awarded to VTel by the Vermont Telecommunications Authority to extend our federal broadband ...

---

Tip: Use quotes ("like this") around a set of words in your query to match them exactly. [Learn more.](#)

**Marshall, Karen**

---

**From:** Marshall, Karen  
**Sent:** Thursday, December 13, 2012 5:39 PM  
**To:** 'Sharon Combes-Farr'  
**Subject:** RE: Recent VTA Award to VTel Wireless- press release draft

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Sure, ring my cell 343 3740

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] [karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

-----Original Message-----

**From:** Sharon Combes-Farr [<mailto:sharoncf@vermontel.com>]  
**Sent:** Thursday, December 13, 2012 5:39 PM  
**To:** Marshall, Karen  
**Subject:** RE: Recent VTA Award to VTel Wireless- press release draft

Sorry about the delay. Hey are you available for a quick call?

Sharon Combes-Farr  
Director of Marketing  
Vermont Telephone Co., Inc.

[REDACTED]  
E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

-----Original Message-----

**From:** Marshall, Karen [<mailto:Karen.Marshall@state.vt.us>]  
**Sent:** Thursday, December 13, 2012 5:21 PM  
**To:** Sharon Combes-Farr  
**Subject:** RE: Recent VTA Award to VTel Wireless- press release draft

Many thanks:) will make changes

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] [karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

-----Original Message-----

**From:** Sharon Combes-Farr [<mailto:sharoncf@vermontel.com>]  
**Sent:** Thursday, December 13, 2012 5:16 PM  
**To:** Marshall, Karen  
**Cc:** Michel Guité; Diane Guité  
**Subject:** RE: Recent VTA Award to VTel Wireless- press release draft  
**Importance:** High

Karen, have 24 hours really passed since you sent this draft release? My apologies.

Attached is your red lined version with my comments added. Michel, I assumed we would not be able to mention AT&T / T Mobile by name. (If we want to, I will reach out to their PR dept's first thing in the morning for approvals). I think that mentioning carriers by name might also create back-lash from consumers who have cellular service with other carriers, etc....

Regards,

Sharon Combes-Farr  
Director of Marketing  
Vermont Telephone Co., Inc.  
[REDACTED]

E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

-----Original Message-----

From: Marshall, Karen [<mailto:Karen.Marshall@state.vt.us>]  
Sent: Wednesday, December 12, 2012 4:50 PM  
To: Sharon Combes-Farr  
Cc: Michel Guite  
Subject: FW: Recent VTA Award to VTel Wireless- press release draft

Hi folks,

Attached are a red line and revision version of a draft press release regarding this \$5 million cellular award to VTEL from VTA.

Please review, and add your input.

The quote for Michel is only draft form, as some possible language.

A key question to be answered: mention or no mention of Roaming agreements with specific providers? I am recalling that there has been no release of this information by carriers to this point. We could make this statement blind to a specific carrier if need be.

If yes, we should coordinate a carrier statement or even a separate press release by the carrier stating how this is groundbreaking, etc.

I am working on whether to host a press event, this \$5 million is definitely big news.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile  
[REDACTED]

[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

-----Original Message-----

From: Marshall, Karen  
Sent: Wednesday, December 12, 2012 4:31 PM  
To: Thompson, Caro; Allen, Susan  
Subject: RE: Recent VTA Award to VTel Wireless

HI All,

Attached are a redline and revised version, with possible quotes.

I have written GPS, added KM, and a possible Guite comment for VTEL to consider.

Once shaped up on our end ( please add significant corridor info/ routes, Caro) we will ship to VTEL ( Sharon combs Farr, Michel Guite) for input and approval. I am not certain what the thought line on ATT T Mobile announcement would be. Need VTEL input there.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] [karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

-----Original Message-----

From: Thompson, Caro  
Sent: Wednesday, December 12, 2012 10:31 AM  
To: Allen, Susan  
Cc: Marshall, Karen  
Subject: Recent VTA Award to VTel Wireless

Hi Susan,

Here's the latest, for your perusal and comments.

Thanks!  
Caro

Caro Thompson  
Broadband Outreach Coordinator  
Vermont Telecommunications Authority  
[REDACTED]

100 State Street, Suite 342  
Montpelier, VT 05620-3205  
[www.telecomvt.org](http://www.telecomvt.org)

**Marshall, Karen**

---

**From:** Groschner, Holly  
**Sent:** Thursday, December 13, 2012 5:40 PM  
**To:** Campbell, Chris; Marshall, Karen  
**Subject:** FW: Bennington

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

FYI --

AOT is not willing to pursue this. They may wind up as Michel's tenants, but better for him to run this to ground. We're down to 2 leases with VTel (not including Bethel). We have no signed documents back.

---

**From:** Michel Guite [<mailto:mguite@vermontel.com>]  
**Sent:** Thursday, December 13, 2012 1:18 PM  
**To:** Groschner, Holly; Malko, David  
**Subject:** Bennington

Holly, Dave,

My guess is that at 'the end of the day' it will be easier to get the airport beacon lease renewed to VTA than to VTel, because presumably the state has some authority to condemn the site of an airport beacon. Am trying to speak to Rob Woolmington, who apparently represents the Mt. Anthony Preservation Society. I would love for VTel to step in to replace Better TV as lessor, leasing to DOT for \$1, but don't see it as very likely. Will let you know as soon as I know anything further.

**Michel Guite**  
President  
Vermont National Telephone Co, Inc.  
354 River Street  
Springfield, VT 05156



E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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## Marshall, Karen

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**From:** Marshall, Karen  
**Sent:** Friday, December 14, 2012 1:27 PM  
**To:** Michel Guite  
**Subject:** Re: Sites

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Yes absolutely.  
And a car full if children sounds totally fun!

Sent from my iPhone

On Dec 14, 2012, at 1:24 PM, "Michel Guite" <[mguite@vermontel.com](mailto:mguite@vermontel.com)> wrote:

> Am running around with car full of children until about 5.30. Can I call you then?  
>  
> Michel Guite  
> President  
> Vermont National Telephone Co, Inc.  
> 354 River Street  
> Springfield, VT 05156  
> [REDACTED]  
> E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)  
>  
>  
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> \*\*\*\*\*  
>  
> From: Marshall, Karen [[Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us)]  
> Sent: Friday, December 14, 2012 1:19 PM  
> To: Michel Guite  
> Subject: Re: Sites  
>  
> Thank you  
> Do you have time to connect after 3p?  
>  
> Sent from my iPhone  
>

> On Dec 14, 2012, at 1:11 PM, "Michel Guite" <mguite@vermontel.com> wrote:

>

>> Here is list with this morning's pole adds and Diane and Sam's adds of fiber builds last night.

>>

>>

>>

>>

>> Michel Guite

>> President

>> Vermont National Telephone Co, Inc.

>> 354 River Street

>> Springfield, VT 05156

>

>> E-Mail: mguite@vermontel.com

>>

>>

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>>

>> <VTel Wireless Sites December 15 2012.xls>

## Marshall, Karen

---

**From:** Marshall, Karen  
**Sent:** Wednesday, December 19, 2012 4:10 PM  
**To:** Rouelle, Guy; Groschner, Holly  
**Cc:** Dutcher, Daniel; Tapper, Guy; Malko, David  
**Subject:** RE: Mt. Anthony airport beacon

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Eventually, VTel could indicate what maintenance responsibilities are, with guidance on requirements from VTRANS

Karen L. Marshall, Chief  
Connect Vermont, Broadband and Mobile

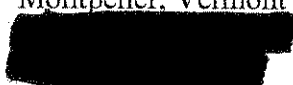
  
[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

---

**From:** Rouelle, Guy  
**Sent:** Wednesday, December 19, 2012 11:36 AM  
**To:** Groschner, Holly  
**Cc:** Dutcher, Daniel; Tapper, Guy; Marshall, Karen; Malko, David  
**Subject:** Re: Mt. Anthony airport beacon

I would like to discuss the topic of "VTel" maintaining the beacon.

Other than that, I am happy this is moving forward. After all, expanding this network is truly the purpose.

Guy Rouelle  
Aviation Program Administrator  
One National Life Dr.  
Montpelier, Vermont 05633  


On Dec 19, 2012, at 11:09, "Groschner, Holly" <[hgroschner@telecomvt.org](mailto:hgroschner@telecomvt.org)> wrote:

Dear Dan and Guy,

It appears that VTel has opted to "solve" the mystery of the missing land rights at the beacon site on Mt. Anthony (the lower beacon). Please see Michel Guite (VTel) message to the probable property owner's lawyer below. VTel is proceeding to acquire the land rights at its own expense. It will then potentially have rights (but perhaps not ownership) to the land under the beacon. VTel proposes to solve this real estate interest at its cost and to maintain the beacon – at no cost to the State. It is implied that the intention is also not to pay rent in exchange for clearing up this problem. Please advise if you wish to frame requirements for VTel – such as a jointly



held easement – and discuss whether creating this real estate interest is adequate compensation to Vtrans for use of the beacon.

Thank you.

<image001.jpg>

Holly Groschner

General Counsel

Vermont Telecommunications Authority

 [hgroschner@telecomvt.org](mailto:hgroschner@telecomvt.org)

---

**From:** Michel Guite [<mailto:mguite@vermontel.com>]

**Sent:** Wednesday, December 19, 2012 10:28 AM

**To:** 'rew@wittenetal.com'; 'Will Dodge'; Groschner, Holly; Diane Guité; Malko, David

**Cc:** Diane Guité

**Subject:** Mt. Anthony airport beacon

To: Rob Woolmington,

Rob nice talking to you today.

Will Dodge has ordered title search for lower airport beacon. At your suggestion I left message for David Mance, Surveyor, about getting the lower beacon site mapped and identified. There is some chance it is on Southern Vermont College land, or on Mt. Anthony Preservation Society land. I am trying to do a good deed by getting this cured, but like many who do good deeds I have some regrets!

Will Dodge and I are working on almost 200 sites, with permitting our highest priority. Subject to Will giving his OK, my suggestion is that I keep talking to you directly until we get to the step of an easement. FYI we typically pay \$15,000 to \$25,000 for an easement for a site like this. (We usually are using silos and barn roofs), with an agreement to not increase any height or presence or impact, and an agreement that if the current beacon tower were to come down we would replace it with a simple telephone pole. We would offer this beacon as is at zero cost to the state, and maintain it, as long as we could use it ourselves for our wireless internet radios. We are also happy to get 'kicked out' and have Vermont take over but we need to move quite rapidly.

Thanks again for talking about this, and I am copying Holly Groschner and Dave Malko of VTA. My goal is to work cooperatively with all,

**Michel Guite**

President

Vermont National Telephone Co, Inc.

354 River Street

Springfield, VT 05156

[REDACTED]

[REDACTED]

E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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**Marshall, Karen**

---

**From:** Marshall, Karen  
**Sent:** Tuesday, December 18, 2012 9:10 PM  
**To:** Michel Guite  
**Cc:** Diane Guité  
**Subject:** Re: VTEL Form Regulatory Opinion

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Let's finalize !! On my way!! I'll be up early. Anytime after 630 A is fine.

Sent from my iPhone

On Dec 18, 2012, at 6:50 PM, "Michel Guite" <[mguite@vermontel.com](mailto:mguite@vermontel.com)> wrote:

D, and Karen, things are moving so fast around here – with both Ericsson and Alcatel here all day, legal documents to sign, attorneys to keep up with, that it is truly clear that being in Springfield is REALLY important for leadership. Today alone the Ericsson visitors asked “is Diane here,” the 9 am site call said ‘we need Diane to develop a schedule’, and these folks have no idea we are all talking about adding another key driver of this process.

Yikes.

We need help

**IN  
SPRINGFIELD  
D**

Michel Guite  
President  
Vermont National Telephone Co, Inc.  


[REDACTED]  
[REDACTED]  

---

**From:** Diane Guité  
**Sent:** Tuesday, December 18, 2012 3:33 PM  
**To:** Michel Guite  
**Subject:** FW: VTEL Form Regulatory Opinion

I THINK all the pieces are moving into place so that we can sign the AT&T agreement by Thursday morning. Fingies crossed. Where will you be on Thursday / Friday?

**Diane Guité**  
Vice President of Business Development  
Vermont Telephone Company, Inc.  
[REDACTED]  
[REDACTED]

E-Mail: [dguite@vermontel.com](mailto:dguite@vermontel.com)

unication. Thank you for your cooperation.

## Marshall, Karen

---

**From:** Marshall, Karen  
**Sent:** Wednesday, December 19, 2012 6:04 PM  
**To:** 'Justin M. Robinson'  
**Cc:** 'Michel Guite'  
**Subject:** unserved broadband address list for Newfane  
**Attachments:** newfane unserved addresses projected to be covered by VTEL1.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Dave and Justin,

In the interest of vetting addresses that the VTEL project will impact in Newfane, attached is a PDF file of 175 unserved broadband locations. We share this information with Select Boards and at target community meetings to inform the public. For vetting purposes, you may wish to verify against your propagation plan to assure that these addresses will be reached by your project.

**Karen L. Marshall**, Chief  
Connect Vermont, Broadband and Mobile

Agency Of Administration | Pavillion Building  
109 State Street | Montpelier, VT 05609

  
[karen.marshall@state.vt.us](mailto:karen.marshall@state.vt.us)

**Marshall, Karen**

---

**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Friday, December 21, 2012 2:32 PM  
**To:** Marshall, Karen  
**Subject:** FW: Can Christmas be Here So Soon? Impossible!

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Michel Guite**  
President  
Vermont National Telephone Co, Inc.

  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

---

**From:** Michel Guite  
**Sent:** Friday, December 21, 2012 2:31 PM  
**To:** VTel Staff  
**Subject:** Can Christmas be Here So Soon? Impossible!

Hi all,

Somehow we have survived another year — seemingly more successfully than many U.S. rural telephone companies. At a recent National Telephone Cooperative Association conference many participants seemed to feel our rural telephone sector is under attack from a series of Washington policies eliminating the rural financial supports that have existed for almost a century. Nonetheless, we at VTel are building one of the most advanced fiber and wireless networks in the world, and our customers like it. Only this week Harry Gleim and Kristen Fuller went on one of our first-ever-in-history door-to-door sales calls, and recovered 3 of the first 4 business customers visited. We need to change our outlook, and remember that the day of the telephone company as a stodgy utility are over. We need to think of sales and selling as a new way of life. Comcast does it. Wal Mart does it. AT&T Wireless does it. We must learn it, and do it well.

Our primary focus in 2013 needs to be growth by (i) Recovery of phone lines lost to Comcast and AT&T Wireless and Verizon, (ii) Roll out of WOW Quad Play Wireless/Video/Internet/Voice in our service area, (iii) Roll-out of wireless statewide, (iv) Data sales on our fiber network.

The key to our survival has always been in our service to customers, answering every customer call on the first ring, and treating customers with kindness. We are good at this. We need to use these treasured skills to expand out from our base of dial-tone/DSL to reach more VTel customers with new WOW wireless and video and GigE services, and to reach more Vermonters outside our VTel service area. Great technology, with great customer service, and lowest prices, in a campaign of effective door-to-door sales, has to be a good survival strategy.

We are implementing a company wide 2013 raise of 3.1% for everyone, except in some small number of cases where a higher number is used.

We are awarding a \$1,000 Christmas bonus to every VTel employee except that people with less than 12 months will receive lesser pro-rata amounts. Here again, in some small number of cases a higher number is being used.

On behalf of Fran who is now VP Finance and Chief Financial Officer (CFO), and Justin who is now VP Technology and Chief Technology Officer (CTO), and me, and from all of us, may your Christmas be happy, and may 2013 bring wonderful things to every VTel team member and all of our families.

Thanks to everyone for so much effort, and work, and for so many kindnesses during the year,

**Michel Guite**

President

Vermont National Telephone Co, Inc.

354 River Street

Springfield, VT 05156

  
E-Mail: [mguite@vermontel.com](mailto:mguite@vermontel.com)

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Vermont Telephone Company, Inc. reserves the right, to the extent and under circumstances permitted by applicable law, to retain, monitor and intercept e-mail messages to and from its systems.

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## Marshall, Karen

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**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Thursday, December 27, 2012 9:37 AM  
**To:** Marshall, Karen; MacLean, Alex; Allen, Susan; Diane Guité  
**Cc:** Lofy, Bill; Spaulding, Jeb; Campbell, Chris; Thompson, Caro; Sharon Combes-Farr  
**Subject:** Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Looks excellent. Is there a Friday press conference? Because am wilderness skiing in Colorado it would take some planning to return, but no matter when VTel will be well represented.  
Sent via BlackBerry by AT&T

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**From:** "Marshall, Karen" <Karen.Marshall@state.vt.us>  
**Date:** Thu, 27 Dec 2012 07:26:51 -0500  
**To:** MacLean, Alex<Alex.MacLean@state.vt.us>; Allen, Susan<Susan.Allen@state.vt.us>  
**Cc:** Lofy, Bill<Bill.Lofy@state.vt.us>; Spaulding, Jeb<Jeb.Spaulding@state.vt.us>; Campbell, Chris<ccampbell@telecomvt.org>; Thompson, Caro<CThompson@telecomvt.org>; 'Sharon Combes-Farr'<sharoncf@vermontel.com>; 'Michel Guite'<mguite@vermontel.com>  
**Subject:** RE: Draft press release for Friday (there will be two issued; this one and another on broadband)

Looks good, thanks Sue.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] karen.marshall@state.vt.us

**From:** MacLean, Alex  
**Sent:** Wednesday, December 26, 2012 12:00 PM  
**To:** Allen, Susan  
**Cc:** Lofy, Bill; Spaulding, Jeb; Marshall, Karen  
**Subject:** Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

Looks great, thanks Sue!

Alex MacLean  
Secretary of Civil and Military Affairs  
Deputy Chief of Staff  
[REDACTED]

On Dec 26, 2012, at 10:12 AM, Allen, Susan wrote:

For Immediate Release  
Dec. 29, 2012  
Send corrections, improvements! Sue

Contact: Susan Allen



[REDACTED]

State Invests \$5 Million in Cell Service Expansion Grant will improve cell service in 19 areas around the state

MONTPELIER -- The Vermont Telecommunications Authority (VTA) Board has approved a \$5 million grant to expand cellular service within 19 areas in Bennington, Rutland, Windham, and Windsor counties. The award goes to VTel Wireless, an affiliate of Vermont Telephone based in Springfield. The cellular project, with a total cost of \$15 million, will extend mobile voice and data service in two ways. VTel Wireless will be launching their own retail cellular service, and they will have roaming agreements with multiple major cell carriers.

"This investment of state funds for cellular equipment through VTel Wireless will fill in some of our most challenging gaps in southern Vermont. Connect VT, the VTA and our carriers are tackling our cellular challenge on all fronts. With our help, the industry and VTA are building towers, extending fiber, adding equipment for faster service, and using our expedited permitting process to get it done," said Gov. Peter Shumlin.

The state's commitment to finding effective ways to extend and improve cell service in Vermont's challenging mountain landscape is ongoing. Funding for the VTA award was made possible by an appropriation in the capital budget by the Legislature and is a part of Gov. Shumlin's Connect VT initiative.

"This project is the VTA's most significant award to date to expand cellular service, and it represents a tremendous step forward in our efforts," said VTA Executive Director Christopher Campbell. "We are pleased to support VTel's work to bring cellular service to underserved communities in southern Vermont."

One key aspect of the cellular project is that it will be based on substantial broadband infrastructure already being built by VTel Wireless. Broadband Internet access will become available to a significant number of currently unserved or under-served Vermont homes and businesses as VTel constructs a 4G (fourth generation) LTE-technology system known as Wireless Open World (WOW). The VTel Wireless WOW project is primarily funded by a combination of a federal stimulus grant plus a federal loan, as well as VTel's own investment.

Many of the WOW broadband service areas overlap with the 'target corridors' for cell service. Target corridors are main travel routes identified as either lacking cell service completely or having inconsistent coverage. Connect VT and the VTA identified over 100 of them in 2011 in order to focus funding and find solutions.

A sample of locations where cell service coverage will be improved:

- Andover Road from Andover to Weston
- Route 7 in Pownal
- Route 9 in Marlboro and Wilmington
- Routes 100 and 100a in Plymouth
- Route 100 in Wardsboro
- Route 103 in Mount Holly
- Route 133 from Pawlet to Middletown Springs

"Our original WOW wireless broadband project award did not include funding to tap into the cellular capabilities of our 4G/LTE network, or to provide 3G signal for phones that Vermonters already have. This award, and the recent FCC Mobility fund award, make our plan to bring cellular service to Vermonters possible. We look forward to launching cellular service in addition to our fixed wireless voice and data service with the WOW network. We have always believed that rural Vermonters deserve the very best technology," said Michel Guite, President of VTel.

Their cellular voice service equipment will be deployed on many of the same structures planned for the WOW project. VTel also will install small cell sites on utility poles. Small-cell equipment, deployed at relatively short intervals along roadways, will bring cell service to areas that are especially difficult to serve.

To prepare for technological advances already in the pipeline, the project does more than simply extend current 3G voice technology to these locations in southern Vermont. VTel Wireless will purchase core equipment that will ultimately make it possible for them to add mobile cell service to their entire LTE wireless broadband system, which will reach into the Northeast Kingdom.

According to Karen Marshall, Chief of Connect VT, "The mission to connect Vermont is twofold: to achieve universal broadband service and to vastly expand our cellular service by the end of 2013. Our cell carriers are investing heavily to upgrade their existing networks to 4G/LTE at the same time we are seeking expanded coverage. This grant to VTel Wireless, a Vermont company, represents a significant investment in leading-edge micro and macro cell technology that will meet the needs of Vermonters. We are using the VTel Wireless broadband infrastructure of the WOW project as a foundation, then identifying where those sites overlap with Target Corridors. Our public funds leverage federal and private funds already at work as we avoid duplication of infrastructure and stretch our resources further."

## Marshall, Karen

---

**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Thursday, December 27, 2012 1:10 PM  
**To:** Marshall, Karen; Justin M. Robinson; Sam Coleman; Sharon Combes-Farr; Gordon Mathews; Diane Guité  
**Subject:** Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Sharon, can you call Kevin Ellis asap? Tell him Gram Meadors of ATT and I were speakers at conference of independent Telco's where topic was that ATT door is open and VTel has roaming with them. Can we mention it at this press conference?

Sent via BlackBerry by AT&T

-----Original Message-----

**From:** mguite@vermontel.com  
**Date:** Thu, 27 Dec 2012 15:45:50  
**To:** Marshall, Karen<Karen.Marshall@state.vt.us>; <jmrobins@vermontel.com>; <scoleman@vermontel.com>; <sharoncf@vermontel.com>; <gmathews@vermontel.com>; <dguite@vermontel.com>  
**Reply-To:** mguite@vermontel.com  
**Subject:** Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

Karen, I agree 100 percent. This is huge award and it would seem disrespectful to not have much of the VTel wireless team in attendance, if at all possible. Great that Sharon will go. Are any of Sam, Justin, Gordon, and Tess or Dan free? Diane is in the next door wilderness tent here. Had we known of this event, would have cancelled Colorado trip. But we will be thinking of you all as we power our avalanche equipment batteries!

Sent via BlackBerry by AT&T

-----Original Message-----

**From:** "Marshall, Karen" <Karen.Marshall@state.vt.us>  
**Date:** Thu, 27 Dec 2012 10:26:11  
**To:** 'Michel Guite'<mguite@vermontel.com>  
**Subject:** RE: Draft press release for Friday (there will be two issued; this one and another on broadband)

Yes, noon Friday.

Sharon has communicated that she can be there, if possible could justin attend?

Is diane out of town as well?

Don't worry about getting back

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] karen.marshall@state.vt.us

-----Original Message-----

**From:** Michel Guite [mailto:mguite@vermontel.com]  
**Sent:** Thursday, December 27, 2012 9:37 AM  
**To:** Marshall, Karen; MacLean, Alex; Allen, Susan; Diane Guité

Cc: Lofy, Bill; Spaulding, Jeb; Campbell, Chris; Thompson, Caro; Sharon Combes-Farr  
Subject: Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

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From: "Marshall, Karen" <Karen.Marshall@state.vt.us>  
Date: Thu, 27 Dec 2012 07:26:51 -0500  
To: MacLean, Alex<Alex.MacLean@state.vt.us>; Allen, Susan<Susan.Allen@state.vt.us>  
Cc: Lofy, Bill<Bill.Lofy@state.vt.us>; Spaulding, Jeb<Jeb.Spaulding@state.vt.us>; Campbell, Chris<ccampbell@telecomvt.org>; Thompson, Caro<CThompson@telecomvt.org>; 'Sharon Combes-Farr'<sharoncf@vermontel.com>; 'Michel Guite'<mguite@vermontel.com>  
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Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] karen.marshall@state.vt.us

From: MacLean, Alex  
Sent: Wednesday, December 26, 2012 12:00 PM  
To: Allen, Susan  
Cc: Lofy, Bill; Spaulding, Jeb; Marshall, Karen  
Subject: Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

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Alex MacLean  
Secretary of Civil and Military Affairs  
Deputy Chief of Staff  
[REDACTED]

On Dec 26, 2012, at 10:12 AM, Allen, Susan wrote:

For Immediate Release  
Dec. 29, 2012  
Send corrections, improvements! Sue

Contact: Susan Allen  
[REDACTED]

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The state's commitment to finding effective ways to extend and improve cell service in Vermont's challenging mountain landscape is ongoing. Funding for the VTA award was made possible by an appropriation in the capital budget by the Legislature and is a part of Gov. Shumlin's Connect VT initiative.

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## Marshall, Karen

---

**From:** Michel Guite [mguite@vermontel.com]  
**Sent:** Tuesday, January 01, 2013 5:08 PM  
**To:** Marshall, Karen; MacLean, Alex; Allen, Susan; Diane Guité  
**Cc:** Lofy, Bill; Spaulding, Jeb; Campbell, Chris; Thompson, Caro; Sharon Combes-Farr  
**Subject:** Re: Wall Street Journal

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** family stuff

Journalist Shalini Ramachandran emailed moments ago to say her article on GigE to homes worldwide, mentioning VTel and Vermont, will run in Wall Street Journal tomorrow morning.

-----Original Message-----

**To:** Marshall, Karen  
**To:** MacLean, Alex  
**To:** Allen, Susan  
**To:** dguite@vermontel.com  
**Cc:** Lofy, Bill  
**Cc:** Spaulding, Jeb  
**Cc:** Campbell, Chris  
**Cc:** Thompson, Caro  
**Cc:** 'Sharon Combes-Farr'  
**Subject:** Re: Draft press release for Friday (there will be two issued; this one and another on broadband)  
**Sent:** Dec 27, 2012 7:37 AM

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-----Original Message-----

**From:** Marshall, Karen  
**To:** MacLean, Alex  
**To:** Allen, Susan  
**Cc:** Lofy, Bill  
**Cc:** Spaulding, Jeb  
**Cc:** Campbell, Chris  
**Cc:** Thompson, Caro  
**Cc:** 'Sharon Combes-Farr'  
**Cc:** Michel Guite  
**Subject:** RE: Draft press release for Friday (there will be two issued; this one and another on broadband)  
**Sent:** Dec 27, 2012 5:26 AM

Looks good, thanks Sue.

Karen L. Marshall , Chief  
Connect Vermont, Broadband and Mobile

[REDACTED] karen.marshall@state.vt.us

From: MacLean, Alex

Sent: Wednesday, December 26, 2012 12:00 PM

To: Allen, Susan

Cc: Lofy, Bill; Spaulding, Jeb; Marshall, Karen

Subject: Re: Draft press release for Friday (there will be two issued; this one and another on broadband)

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Deputy Chief of Staff  
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Sent via BlackBerry by AT&T

**Marshall, Karen**

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**From:** Sharon Combes-Farr [sharoncf@vermontel.com]  
**Sent:** Wednesday, January 02, 2013 4:03 PM  
**To:** Michel Guite; Diane Guité; Marshall, Karen; Justin M. Robinson; Fran Stocker; Norm Koch  
**Subject:** RE: Wall Street Journal article

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Yes.

**Sharon Combes-Farr**  
Director of Marketing  
Vermont Telephone Co., Inc.  
[REDACTED]

E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

---

**From:** Michel Guite  
**Sent:** Wednesday, January 02, 2013 4:03 PM  
**To:** Sharon Combes-Farr; Diane Guité; Marshall, Karen ([Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us)); Justin M. Robinson; Fran Stocker; Norm Koch  
**Subject:** Re: Wall Street Journal article

Its also available for \$2 from 6 am each day at for example Springfield T-Bird Market, Mobil station, and drugstore. Front page placement was great. Good story. Sharon will you get a paper copy and find a way to capture image and highlight in our news section, our Facebook page, etc?  
Sent via BlackBerry by AT&T

---

**From:** Sharon Combes-Farr <[sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)>  
**Date:** Wed, 2 Jan 2013 20:54:20 +0000  
**To:** Michel Guite<[mguite@vermontel.com](mailto:mguite@vermontel.com)>; Diane Guité<[dguite@vermontel.com](mailto:dguite@vermontel.com)>; Marshall, Karen ([Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us))<[Karen.Marshall@state.vt.us](mailto:Karen.Marshall@state.vt.us)>; Justin M. Robinson<[jmrobins@vermontel.com](mailto:jmrobins@vermontel.com)>; Fran Stocker<[stockerf@vermontel.com](mailto:stockerf@vermontel.com)>; Norm Koch<[norm.koch@vermontel.com](mailto:norm.koch@vermontel.com)>  
**Subject:** Wall Street Journal article

I do not have a subscription so I cannot read the article. However, the Wall Street Journal article come out yesterday evening. See below:

Speedier Internet Rivals Push Past Cable

Wall Street Journal

Vermont-based VTel, which plans to offer gigabit service to about 18000 ... Michel Guite, VTel's president, says Comcast has sent salesmen door to door to ...

Regards,

**Sharon Combes-Farr**  
Director of Marketing  
Vermont Telephone Co., Inc.  
Springfield, Vermont 05156  
[REDACTED]

E-Mail: [sharoncf@vermontel.com](mailto:sharoncf@vermontel.com)

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## Important Notice

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E-mail messages may contain computer viruses or other defects, may not be accurately replicated on other systems, or may be intercepted, deleted or interfered with without the knowledge of the sender or the intended recipient. If you are not comfortable with the risks associated with e-mail messages, you may decide not to use e-mail to communicate with Vermont Telephone Company, Inc.

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