



The Illinois Century Network and Regional Technology Centers (RTC) provide consultation services and technical support to nine geographic regions in the state. Please feel free to contact your RTC office with any question or requests.

Illinois Century Network Regional Technology Centers	
Region I	800.366.8768
Region II	847.294.4700
Region III	630.907.2950
Region IV	815.936.4644
Region V	815.632.4080
Region VI	309.671.7683
Region VII	217.353.2693
Region VIII	618.651.9633
Region IX	618.453.3833

IBOP-EC Update



The construction vendors continue to make good progress installing fiber and conduit. Currently 460 miles of conduit have been installed along with 146 miles of fiber and 837 handholes. To date approximately 30% of the total fiber required for the project has been received, with the balance scheduled to arrive in numerous shipments from now until the end of the calendar year.

Construction activities are in full force working on directional boring and plowing to place conduit, install handholes, and install fiber. The total fiber path will consist of a combination of direct buried fiber and fiber placed into conduit, with the larger percentage being placed into conduit. The use of conduit allows for much of the ground work to be completed while waiting on fiber deliveries. Once the fiber arrives, the contractors can blow in the fiber at a fairly quick pace. Conduit also allows for fiber installations to continue during the winter months when the ground is frozen.

Construction for the Champaign to Kankakee route and Chicago suburbs is on schedule to be completed this fall. The ground work for the Champaign to Bloomington and Champaign to Effingham routes is complete and the contractor is beginning to install the fiber. These two routes are on schedule to finish this fall. Conduit installation along the Effingham to Collinsville and Champaign to Springfield routes is more than halfway finished. Work along the other routes is underway with much of the ground work planned to be finished before winter.

During the next few weeks, contractors will be working on lateral builds to connect Wau-bonsee Community College, Oakton Community College, College of Dupage, College of Lake County, and Joliet Community College.

Contractor Weekly Production Summary Report Based on NTIA Estimated Mileage

Program	Contracted Miles	Contracted	Completed Miles	Completed	% Complete	Weekly Avg	Current Week Production
ICN Fiber Project CMS/ISU							
Boring Completed (ft):	455.1	2,402,964	309.8	1,635,502	68.1%	86,945	80,344
Plowing Completed	490.6	2,590,285	231.1	1,220,397	47.1%	87,906	24,384
Handholes Installed:		1,915	0.2	871	45.5%	39	34
Conduit Installed (ft):	729.1	3,849,434	483.3	2,551,718	66.3%	126,857	104,728
Fiber Installed (ft):	998.9	5,274,192	158.1	834,830	15.8%	72,436	61,597

Illinois Rural HealthNet Now Utilizing ICN Fiber

As of mid-August the Illinois Rural HealthNet (IRHN) is using the ICN to provide ultra-high-speed, highly reliable broadband for Litchfield Hospital in Litchfield and St. John's Hospital in Springfield. The ICN was awarded a competitively bid contract to provide gigabit transport services to IRHN. The ICN is leveraging the new fiber infrastructure funded by the federal American Recovery and Reinvestment Act (ARRA) and Illinois Jobs Now! Capital program to meet high bandwidth needs of IRHN. The ICN would not have been able to provide these services over the old network infrastructure. ICN and IRHN will be working together to provide gigabit transport in other areas of the state as the new fiber infrastructure becomes operational.

Letter of Notification to ICN Constituents Utilizing AT&T T1 Circuits



AT&T has implemented a T1 contract reconciliation project to identify all T1 circuits with expired contracts. The State's AT&T sales representatives report this is a nation-wide project for AT&T. T1 circuits which are out of contract are automatically moved to a month to month term and month to month pricing. The AT&T T1 month to month pricing is considerably higher than the discounted pricing ICN negotiated for 3 and 5 year contract terms. In some cases it has been 10 to 20 times higher than the normal maximum of \$280 per month under the ICN agreement. T1 customers are being notified of this change via a small notice in their AT&T monthly invoice under the section "News You Can Use". This notice is easily missed and does not provide any details on options or the pricing changes that will affect customers once a circuit is out of contract.

If a site with an expired T1 circuit renews their contract under a 3 or 5 year term, the circuit cost will revert to the original pricing and AT&T will issue a credit for any higher charges that may have been billed while the circuit was out of contract. If a site does not renew the T1 circuit contract, AT&T will charge the site at the higher month to month rate beginning with the second billing cycle from when the notice appeared in their bill. Some sites have been charged \$10,000 for a single month's service. AT&T will enforce this policy to all T1 circuits as terms expire. All sites with T1 circuits should identify their contract terms and plan accordingly. We encourage sites to contact their ICN Regional Technology Center (RTC) office with questions and to discuss options. AT&T will also enforce this policy to all T1 circuits which do not connect directly to the ICN. For example, if a site has an AT&T T1 line between two of their facilities or from a library to city hall, that T1 line is also impacted by this policy.

ICN has consulted with the Illinois Attorney General's Office and the Illinois Commerce Commission to ensure that AT&T's actions comply with State law. As a result of Public Act 96-0927 passed in June 2010, the Illinois Commerce Commission no longer has oversight of AT&T's retail rates. The contract agreement states that at the end of the initial term, the customer must contact AT&T to renew the contract or the rates will revert to the then current month to month tariff prices. The contract terms are non-negotiable, so customers have no choice but to accept the terms as is.

ICN has appealed to AT&T to make several changes to their company policies with regards to the ICN T1 rates and contract agreement:

- Provide more time for constituents to assess their options and make a decision on whether to renew or disconnect their T1 circuit without incurring a higher cost or penalty.
- Provide better notice than the small print in the bill.
- Provide credits to customer who have received a bill with the higher charges but cancel within 90 days, as many customers were not aware they were affected until the higher charges appeared on their bill for the first time.
- Provide pricing options for a 12 and 24 month term under the ICN rate plan which caps the mileage sensitive charges to 25 miles.
- Eliminate the requirement to enter into a new term once the initial term is met based on the premise that the reason for the term is to ensure time for AT&T to recover their initial costs for installing the circuit.

AT&T has declined to make any of the requested changes. The local sales team is working to contact customers in advance of receiving the contract expiration notice in their bill with the intent of providing better notice.

Moving Forward...



Sites should review their contracts and verify their contract terms and pricing. We encourage sites to contact their ICN RTC office for help. As your contract approaches its last year, work with the ICN RTC staff and/or AT&T for quotes on all your rate/term options. AT&T does offer 12 and 24 month rate plans; however, they are typically higher than the ICN rate plan. ICN RTC staff can help identify what, if any, other service providers are available in your area.

ICN RTC staff is reaching out to all our constituents with T1 circuits to make sure they are aware of this AT&T project. We welcome your feedback and encourage you to contact your RTC office for help and direction. ICN also welcomes your story which we will continue to share with policy makers.

ICN continues to work to ensure there are dependable and affordable broadband options available state wide which provides the guaranteed synchronous bandwidth that is required for the types of critical applications our constituents require.