



a neighborly place to grow

BROADBAND & INTERNET

P.O. Box 550 Barnesville, Minnesota 56514 (218) 354-2292

FREQUENTLY ASKED QUESTIONS AND ANSWERS ABOUT NEW DIGITAL SUBSCRIBER LINE SERVICE

What is DSL?

DSL stands for "Digital Subscriber Line" and is a technology that lets you use an ordinary copper phone line for your high speed Internet connection. To facilitate the high speed connection, special equipment is installed in the telephone company's central office.

How does DSL work?

Analog modems send their signals through the standard telephone network. DSL modems "piggyback" their signals on top of the voice signal. At the central office, the voice calls are sent through the standard telephone network and the data goes directly to the Internet using optimized connections.

What are the benefits of DSL?

Unlike the dial-up connections required for analog modems, your DSL connection is always on. That means no more logging on and off, no more busy signals, annoying disconnections and no more waiting for the connection to happen - its always there. Another benefit is the ability to use the phone at the same time as you surf the web; you don't have to choose between the two.

How fast is a DSL connection?

In example, if you are currently using a 56k modem, it might take you 60 minutes to download a file: with our Gold DSL service it will take you less than 1 minute!

Barnesville Broadband & Internet is offering four different download speed connections: Bronze DSL service (up to 128 kbps*), Silver DSL service (up to 3 mbps*), Gold DSL service (up to 6 mbps*) and Platinum DSL service (up to 10 mbps*). Upload speeds are up to 128 kbps for the Bronze DSL service and up to 1 mbps for the Silver, Gold and Platinum DSL services.

**The exact speed will depend on the distance from your home to the DSL equipment in the phone company's central office. The state of the phone line wires, and the quality of the wiring in your home can also affect speed.*

Is DSL available to all Barnesville citizens?

Yes, all citizens living within the Barnesville city limits now have the option to upgrade from dial-up service to high speed DSL service.

Will it work with my computer?

In most cases, yes, although the newer the computer, the better the performance. There are some minimum system requirements.

Windows 98/NT/2000/XP

- Pentium processor or newer
- Minimum 32 MB Ram, 10 MB hard disk space
- Network Interface Card
- CD-ROM for software installation
- Ethernet, USB (Windows 98/2000/XP only), or parallel port
- Internet Explorer or Netscape Navigator version 4 browser or later

Macintosh

- Mac OS 7.5.3 or later
- Minimum 32 MB RAM, 10MB hard disk space
- Network Interface Card
- CD-ROM drive for software installation
- Ethernet or USB
- Internet Explorer or Netscape Navigator version 4 browser, or later

How much does DSL cost?

Both Residential and business DSL plans are available to fit the needs of our residents. The costs are dependent totally on the speed. Residential and Business customers can choose from 128 kbps (\$24.95), 3 mbps (\$36.95), 6 mbps (\$52.95) or 10 mbps (\$69.95).

How does that compare with the cost of a 2nd line?

With dial-up internet service, many customers have added a second line for the Internet. With DSL, you share the line between phone and Internet. For residents, the cost of a second line is \$12.45 and you would no longer pay your \$19.95 internet access charge; the cost to add DSL is as little as \$36.95 per month; resulting in a net increase of only \$4.55 per month while your speed will be two and a half times faster!

For business customers, the cost of having a second line dedicated to the Internet is \$19.45 per month; and again you would not have to pay the \$19.95 access charge. The addition of 256K DSL service would be \$49.95, for a net monthly increase of only \$10.55 for unlimited, high speed access.

Are there security concerns with DSL?

With DSL, subscribers are advised to take certain precautions to insure that outsiders cannot access data on your computer. The most common way to do this is buy the use of a "firewall", which can be either hardware or software based. DSL customers are responsible for this. Barnesville Broadband & Internet rents modems with integrated wireless routers, the router function of the modem not only provides one level of protection for the customer it also allows the customer to connect up to 4 pcs or laptops (hardwired or wireless) at the same time. The customer, if they so choose can provide their own modem or modem router combination, and in either case Barnesville Broadband and Internet recommends the use of additional firewall protection.

How do I order DSL service?

Barnesville Broadband & Internet is making DSL service available to the citizens of Barnesville. The staff at Barnesville City Hall, located at 102 Front Street North, or at (218) 354-2292 will be happy to provide you with the necessary application forms and answer any questions that you might have.

Do I need to buy any special equipment?

To add DSL, customers will need to a Network Interface Card (NIC) to their computer system. These cards are usually \$35 to \$75 and available through area computer stores. Some customers may be comfortable with adding the card; others may choose to have a technician install the card for them.

In addition to the NIC, you will need a DSL modem. Barnesville Broadband & Internet offers Modem / Routers with wireless capability to rent

Modems may be purchased at City Hall for \$140.00, or customers may choose to rent the modems for \$4.95 per month. If they choose to rent the modem, the monthly rent charge will continue until they drop DSL service.

Can I hook-up more than one computer?

Yes, With the modem / routers we use you can connect up to 4 computers to your DSL service.

What's involved with installation?

To add DSL service, Barnesville Municipal Telephone personnel would first come to your home and verify the line quality within your home. If upgrades are deemed to be necessary, it would be the responsibility and cost to the homeowner to contact an electrician to replace wiring before additional work was done.

If the internal lines are okay, telephone personnel would upgrade the external phone connections to the home. Customers are responsible for connecting the modem and setting up their new IP address in their computer system. [Barnesville Broadband & Internet local tariff](#) sets the normal installation charge at \$250.00. Occasionally the City will offer free installation for a limited period of time. To receive the free installation, customers must also sign a one year commitment. If you should drop the service before the end of the 12 months, they will be billed the \$250.00 installation charge.

Will I need to sign a contract?

To take advantage of the free installation promotion and/or to rent the modem equipment from Barnesville Broadband & Internet, customers must sign a letter of commitment.

How will I be billed for DSL service?

DSL service is being provided through Barnesville Municipal Telephone. The charge for DSL will be included on your monthly bill from Barnesville Telephone.

What happens with my dial-up service?

When you sign-up for DSL service, your monthly dial-up internet access charges will be discontinued.

Does DSL affect the quality of my phone service?

DSL does not have any effect on your normal phone service.

Who will I contact for questions and support?

The office staff and field workers have received training on the new DSL service. If you do experience problems or have questions, contact Barnesville City Hall at (218) 354-2292 or (800) 354-2292. Technical support is also available by calling 354-2222.

What about my e-mail?

With DSL service you will get one e-mail account. Additional e-mail accounts can be added for \$2.00 per month.

Will my e-mail address change?

If you are currently using Barnesville Broadband & Internet for your e-mail your e-mail address will remain the same. Web-based e-mail client's, like Netscape's Webmail or Hotmail, will not be affected by a change to DSL service. If you are using other services, you may want to contact them directly to discuss compatibility with DSL.

For Specific questions or more information about DSL Service contact Guy Swenson, TEC Manager at (218) 354-2292 or (800) 354-2292,