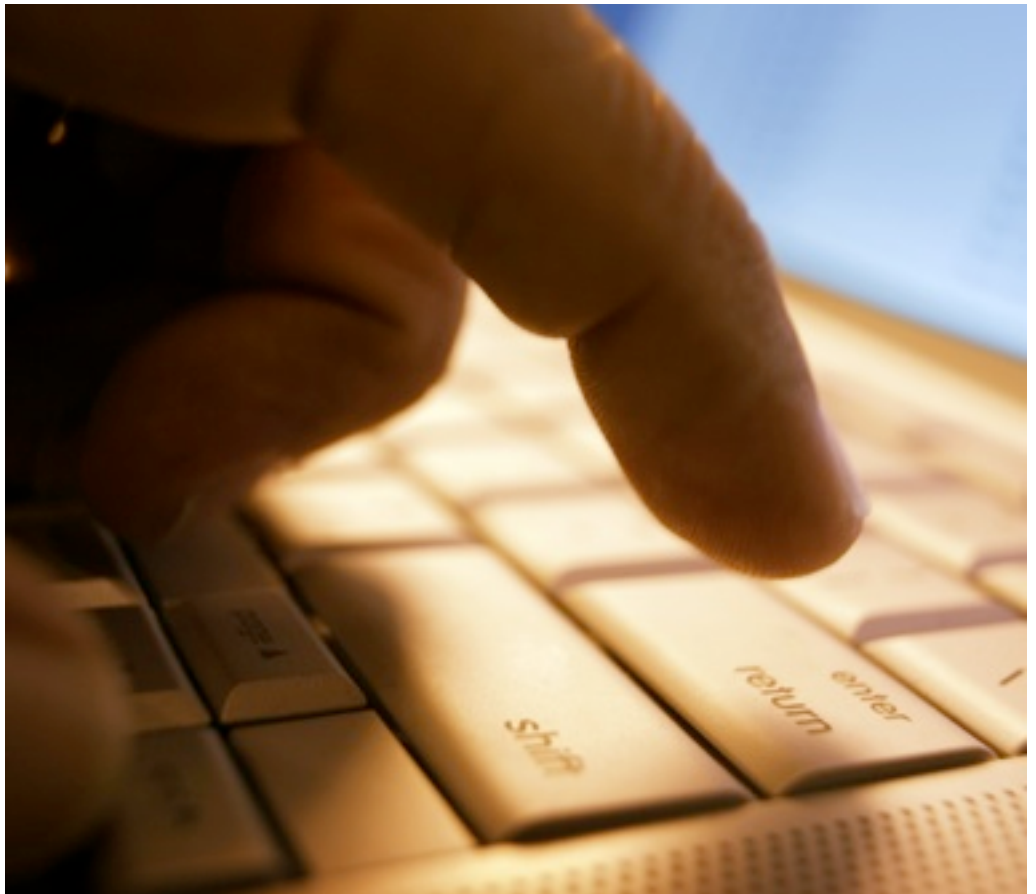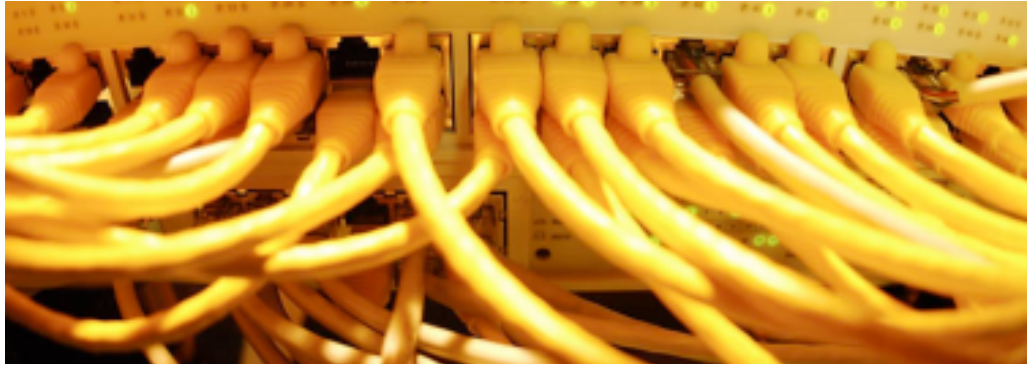# Palm Coast FiberNET

Information for Service Providers

Service Options and Network Connections

About the Network
The City of Palm Coast's high performance fiber network is available for business and commercial use in Palm Coast. The goal of this effort is create business opportunities for private sector service providers, lower the cost of telecom and broadband for local businesses, and to help attract new businesses and job opportunities to the City. Broadband connections to businesses will provide Internet access, a wider variety of telephone service offerings, improved business videoconferencing, and many other business class services.

Colocation
Rack space in the colocation facility is managed by the City and is provided at $50/month per linear foot of community rack space. Private cages are available with a single six foot equipment rack at a rate of $450/month. Nineteen inch and twenty-three inch racks are also available. Colocation rental includes redundant cooling, power (110VAC) and backup generator, but does not include surge protection or online UPS.

The Palm Coast FiberNET Community Colocation Facility is located at: 2850 NW Palm Coast Parkway, Palm Coast, FL 32164. Some other locations on the network may be available on a case by case basis.

Fiber Installation
Fiber to a customer premise or to a service provider office is currently being extended in several commercial and retail areas of the city. Other locations will be considered on a case by case basis. The availability of fiber connections is usually determined by the distance to the requested address from existing City of Palm Coast fiber. For fiber connections not located in the pilot fiber areas, the cost of a fiber connection is actual expenses plus 10%, and is charged in the initial bill. Please contact Mr. James Macjen, the City of Palm Coast Director of IT and Communications, if you have a customer that would like a fiber connection. We want to try to accommodate your customer needs as much as possible.

One-Time Set-up Fee
One-Time Set-up Fees are assessed for the initial set up of a new service provider on the network. Additionally, port fees will be assessed for each port connection in the colocation facility. Service Providers wishing to connect to the network at a site other than the colocation facility will be assessed a Custom Connection Fee to be determined on a case-by-case basis.

Setup Fee	Amount
Standard Colocation Port Fee (Cat 5e copper)	$350
Fiber Colocation Port Fee (SFP)	$775
Custom Connection Fee*	varies
* Custom Connection Fees apply to Service Providers who do not connect to the network at the colocation facility or would like local backhaul (including diverse path backhaul) from from another location to the colocation facility.	

Frequently Asked Questions

Where is fiber available in the City?

The City is nearing completion of a series of fully redundant fiber loops, and fiber services are currently available in many commercial and retail areas, including Commerce Blvd., Palm Coast Parkway, Cypress Point Parkway, and Town Center. See the map at left for more information. The green dots indicate areas where fiber to individual buildings is generally available. Check with the City for availability and cost of fiber service to a specific address.

What firms are offering services on the network?

As of spring, 2010, two firms have already signed a contract to offer services, and several more have indicated their intention to offer services.

What businesses are using this network?

The network began offering services to Palm Coast businesses in mid-spring, 2010.

Where do providers and customers get connected to the network?

The City has built a spacious colocation facility on Palm Coast Parkway, with both shared rack space and private cages available for lease.

Who is monitoring the network?

The City of Palm Coast IT department is providing 24/7 network operations and monitoring. Outside plant maintenance, including both routine and emergency repairs, is being handled by a qualified private sector firm under contract to provide "carrier class" repairs and maintenance.

What kind of redundancy and reliability is available?

The City has built a "carrier class" network with a fully redundant, self-healing core network using MPLS. As the four redundant fiber loops in the City are completed, the network will be capable of transparent recovery from many kinds of accidental physical damage.

Fiber Transport Service Fee

A Monthly Transport Service Fee is charged to service providers for each each point to point connection on the network on the basis of megabits per second (Mbps) of bandwidth for the connection (subject to available bandwidth and location). Each service provider is responsible for providing at least one router in the colocation facility to properly monitor, manage, and route your own traffic. The City will provision point to point VPN connections between each customer connection and your router in the colo facility, at the requested bandwidth per the chart below. Other bandwidth options can be provisioned depending on demand.

Bandwidth	Monthly Transport Service Fee	One Time Connection Fee
2 Mbps	$50.00	$50.00
3 Mbps	$75.00	$65.00
4 Mbps	$100.00	$75.00
5 Mbps	$150.00	$100.00
10 Mbps	$250.00	$200.00
25 Mbps	$500.00	$250.00
50 Mbps	$750.00	$250.00
100 Mbps	$1,000.00	$500.00
200 Mbps	$1,500.00	$500.00
1 Gbps	$2,000.00	$1,000.00
10 Gbps	$5,000.00	$2,500.00

For more information:
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Visit the Palm Coast FiberNET Web site to learn more: www.palmcoastgov.com/palmcoastfibernet/