

Broadband USA Applications Database

Applicant Name: WaveDivision Holdings, LLC

Project Title: Sheridan, CA Last Mile Project

Project Type: Last Mile Non-Remote

Executive Summary

WaveDivision Holdings, LLC (“Wave”) is a highly experienced broadband operating company now serving over 300,000 broadband, cable and telephone customers in the states of Washington, Oregon and California. Wave currently provides its “triple-play” service offering to customers in the area adjacent to the proposed funded service area. Granting Wave’s application for funding will enable the immediate commencement of construction and provision of broadband and other services in the proposed funded service area, which Wave has determined is unserved. No provider of broadband service is as well-situated as Wave to construct and operate a broadband network in the proposed funded service area. Wave is focused on providing world class customer satisfaction from its customer call center, which handles ordering, billing and related customer issues, and its network operations center (“NOC”), which is staffed 24 hours per day / 365 days a year and handles all systems monitoring and technical service issues. Not only does the NOC handle customer technical calls 24x7 it provides special services to small and medium-sized businesses and enterprise business customers. Collectively, the senior management of Wave Broadband has well over 100 years of broadband, cable television, telecommunications experience. This extensive managerial and operational experience will be instrumental in ensuring the construction of the proposed funded service area is completed in a timely manner and that the launch of the new services in that area will be accomplished in a customer-friendly and professional manner. As described in more detail in other portions of Wave’s application, the network extension to provide service to the proposed funded service area is designed and will be constructed to be an active two-way plant utilizing well-tested hybrid fiber-coax cables. Each fiber node in the network will have no more than five amplifiers in cascade. This adds to system reliability by limiting the number of customers served by any active component. The active electronics are designed to operate up to 860 MHz. Wave has standby power generation capacity at the headend (or telecommunications center) in the event of a power failure. The power supplies disbursed through the network will have battery back-up power to maintain system reliability in the event of commercial power failure.