

KITH KITCHENS

To whom it may concern:

Internet connectivity is vital to our business process. As we have grown, we have become increasingly more reliant on technology to help facilitate efficient communication with the customer, as well as provide them with real time status information regarding their orders. Currently, maximum available speed of internet connectivity is not sufficient for us to host and provide these web services to the clients ourselves. Instead, we have to rely on a third party residing in a location that has access to more modern internet infrastructure to host the website and provide these services to our customers. We simply cannot do it with the resources that are currently available to us. The same goes for our email, which we have to lease out to be hosted on third party servers because the service here is prone to lengthy outages and as such is not reliable enough to depend on as a primary gateway for email, which requires near 100% uptime in order to prevent email from being "lost" during an outage.

Moving forward, if we did so with the knowledge that we will have access to more modern and stable high speed internet, we would be able to refocus the development of our IT systems to allow for the increased bandwidth and provide our customers with more information that is closer to real-time than our current hourly updated process provides. If we took the additional step of hosting the services locally, we could even provide true on-demand real-time information to the customer, even going so far as to include multimedia order information, such as pictures and videos of the product as it is being manufactured, to ensure that the customer gets exactly what they ordered. This is just the benefit to us personally; I'm sure that access to cutting edge fiber optic telecommunication lines for local businesses would give enterprising individuals in the community the resources they need to launch the next generation of "e-services", allowing them to innovate on behalf of businesses worldwide and provide something that has been sorely needed in our community for quite some time: demand for jobs requiring highly skilled technical expertise.

I see this as an opportunity to place Haleyville on the digital map, as it were, putting us in the same league, with regards to internet connectivity, as major metropolitan areas such as Chicago, New York, and Silicon Valley, but with the distinct advantage of the cost for operation a business here being a fraction of the cost of those larger cities. The potential for our town really is incredible and I think it would be an extremely costly mistake to let it pass by untaken.

Sincerely,



Brad Knight
VP Engineering