

Interview with Linda Weight, Siuslaw Public Library—Helping People Go On-line—Siuslaw Public Library Bridges Digital Divide

I became acquainted with Linda Weight, Librarian for the Siuslaw Public Library, Florence, Oregon because Linda serves on the Florence Telecommunications Task Force. From our conversations I learned just how big a role the Siuslaw Public Library plays in technology education in Florence. Linda explained how that happened.



Linda joined the staff of the Siuslaw Public Library in 1986. Linda recalled, “In the early days we had an old IBM (International Business Machines) PC (personal computer). You remember, that clunky machine with the big floppy disks. Early on, we made the transition from card catalogues to an automated computer-based system. We also had an early Atari computer in the children’s department for kids and adults. It had a drawing program that was very popular. For years the library has been helping people in our community learn about computers.”

Linda continued, “An important development was the formation of local computer clubs in the 1980s and early 1990s. At the library we had the early ‘share ware’ on floppy disks donated by the clubs. People could come in, borrow them, and make copies. A lot of people did that. And, we always had computers for kids to do keyboarding and other educational activities.”

I asked Linda why the Siuslaw Public Library demonstrated such early leadership in technology education and access. Linda replied, “The head librarian at the time, Michael Gaston, was interested in technology. He knew computers were the future.”

The Public Library as a Career and Education Center

Linda also said a key event occurred in 1995 when the Oregon Employment Department (OED) approached the library about providing terminals for job seekers so people could access OED job listings. Today, the library, in effect, serves as a vital “career center.” People who do not have access to computers come to the library and access OED job listings. They can also get help writing and printing their resume. Linda said, “We have computers people can use to access the Internet. But, we also have dedicated terminals for job searches. Not many libraries have that.”

Linda also mentioned that people taking on-line courses frequently approach the Siuslaw Public Library to have their exams proctored. Linda said, “In fact, just this morning I received a CD, with a secure browser, from Eastern Oregon University (EOU). There is a distant learning student here in town taking an on-line course with EOU who needs to have us proctor their on-line exams.



Serving Tourists and the Retirement Community

Linda shared, “A lot of tourists passing through Florence stop by the library to access the Internet. A few years ago many general readership magazines such as *Woman’s Day* and *Family Circle* mentioned in their travel articles that libraries were a good place to access the Internet. Travelers began to take for granted the availability of free Internet access at public libraries.” Linda continued, “When 9-11 happened, we were flooded with anxious travelers seeking information about friends and family in New York, Washington, and Pennsylvania. I had one lady that I took in my office to use the computer in privacy because she was so distraught. It was five days after the attack. She was trying to get information about a co-worker at the Pentagon. Using our computer, she got the e-mail telling her that her friend survived the attack.”

Linda continued, “A lot of travelers come in, not just to check their e-mails but also to seek information about the area. We see many international travelers, including Canadians, Germans, Italians and Japanese. Not long ago I got a call from an individual from the Seattle area. He wanted to know if he could get access to his e-mail from Florence. It was a major part of his decision where his family was going to go on vacation. He had to have access to the Internet.”

Linda said, “Tourists also come to the library because they are looking for a place to retire. They ask us questions about Florence. And increasingly, they ask us about the quality of Internet offerings in town.”

Linda explained that today, more and more people are coming into the library with their laptops, wanting to access the Internet with their own units rather than the library’s units. Some want to jack into a LAN (Local Access Network). And, an increasing number of people are bringing their wireless-enabled laptops and PDAs into the Library to get access to a wireless hot spot. To meet this growing demand the library has installed a new separate “mini-LAN” with a Wi-Fi antenna and jacks for people to plug in their laptops.



Linda said, “We have a lot of retirees in Florence. Over the years many have come to the library to learn about the Internet. Many say that their kids are pressuring them to get on-line so they can receive pictures of grand kids and otherwise stay in touch. We help them get started. They learn how to turn on a computer, how to use a mouse, the basics. We have a program called ‘Internet guides’. These volunteers work with people one-on-one, by appointment, to learn about the Internet. It has been a real success. Once people get introduced to the technology, many buy their own computer to have at home. But, they get their start here.”

Diverse Paths to Internet Education

What great information! To overcome the digital divide, we need places like the Siuslaw Public Library where people can go to get on-line or learn how to get on-line. It is amazing what a few dedicated volunteers can do to stimulate Internet usage in a community.

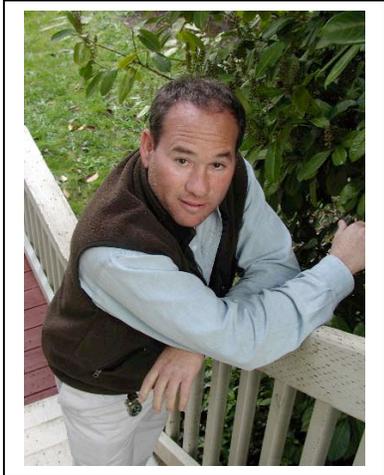
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I asked, “So Linda, based on your experience, where is the best place to get people trained to use the Internet? Is it the library? Is it the community college? Is it the user groups? Is it the Internet Service Providers (ISPs)?”

Linda did not hesitate. She replied, “I think it is all those places. People learn in so many different ways. No one entity fits all the ways people learn about technology.”

Postscript: Linda checked the visitation numbers for June 15, 2005 for the Siuslaw Public Library, and 438 people walked through the door that day, and 102 signed up to use the Internet. This is not counting people who used computers for other reasons, including two kids’ computers with educational games, the word processors and the career computer. In addition, we are receiving reports that libraries in many communities are jammed with people getting on-line. So, the high levels of activity at the Siuslaw Public Library are not an anomaly. They reflect the volume of activity taking place at libraries across the state of Oregon.

Interview with Joshua Green, The Archives, A House of Restoration—Bringing Hollywood Back to Life: Florence Businessman Pioneers Digital Photo Restoration



Joshua Greene first glanced at an early version of Photoshop software in 1992. Because he was a professional photographer and the son of a famous photographer, Joshua instantly recognized the enormous potential of digital photography.

Joshua Greene and I had lunch at a café in Florence, Oregon. Joshua's an outgoing guy. He was at home in the café, chatting with other locals, cheerfully instructing the owner how to properly prepare a Middle Eastern condiment.

I asked Joshua why he settled in Florence. Joshua said, "I grew up in the New York City area, although our home was in the country." Joshua's father, Milton Greene, was a famous photographer whose career spanned from the 1940s to the 1980s. Milton's large body of work includes priceless images of Hollywood's biggest stars.

Milton Greene was Marilyn Monroe's business partner and close friend from 1953 to 1957. Joshua said, "Marilyn was a frustrated actress when they met. She was fairly well known but relegated to minor roles. Marilyn was on a slave contract to 20th Century Fox! My dad paid for an attorney to get her released from her contract. She broke with the studio, and, at my dad's urging, she moved to New York to attend the Actor's Studio. It was in New York where she reinvented herself, and went on to become a fine character actress."

I learned Milton Greene's partnership with Marilyn ended because Arthur Miller, Marilyn's new husband, wanted to be her business manager. During their time together, Milton Greene took over 3,000 images of Marilyn Monroe. Joshua inherited his father's entire photography collection when Milton passed away in 1985.

A Journey To The Oregon Coast

Joshua talked about his days as a fashion, portrait, interior and travel photographer in New York during the 1970s and 1980s. Shaking his head Joshua said, "There was so much travel. It was brutal." Joshua became part of the New York celebrity scene—a period which must rank among the most eccentric in American history.

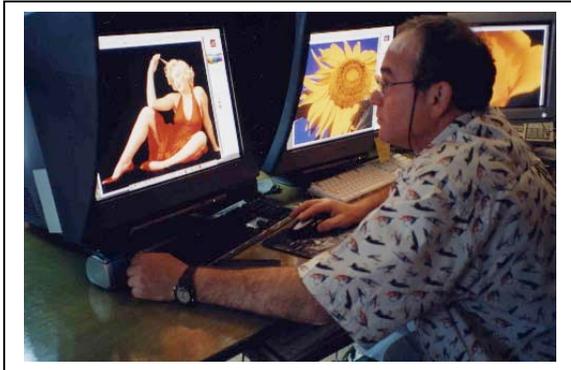
Joshua recalled, "The lifestyle was wearing me down. I had to change. So, I moved to Los Angeles." That is where Joshua saw his first digital reproduction technology in 1992. Joshua recalled, "Marc Holbert, a friend of mine, ran a photography business (Nash Editions) for Graham Nash of Crosby, Stills & Nash. Marc showed me the early Apple software and early ink jet printing technology. I saw the future of photography, printing, and my place in it."

Joshua left Los Angeles in 1994 after the Northridge earthquake. The previous year Joshua drove up the Oregon coast to do a photo shoot in Portland. Joshua recalls, "A business friend with connections to Florence encouraged me to settle in Florence. I could afford to move to Florence because I got a big advance to do a book on Marilyn Monroe." The book, entitled, "Milton's Marilyn," was released in 1996. The book is now in its third edition and features never-before-seen photos of Marilyn.

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Joshua recalls, “When I started, I had no idea how to do the book. I had to figure it out.” Joshua used digital photography to restore and brighten some of the images. Joshua said, “When my dad died in 1985, he believed large parts of his collection were gone forever. By the 1970s, a lot of the early color film my dad and others had used was deteriorating. We lost 50% of the collection. But, through digital technology, we have been restoring the collection.”

Joshua continued, “The book gave me time to experiment with digital technologies. People at Hewlett-Packard (HP) showed me how to become my own printer. I do not have to send my work to Los Angeles for printing anymore.” With these new skills and technology, Joshua



started a business in Florence called, “The Archives.” The Archives restores old images and markets his Milton Greene’s photography collection and several other collections. Joshua continues to work with HP. Joshua said, “I am under contract to test their equipment and assist in product development. It is a great relationship.”

The Archives’ client list is impressive. Recently, the Library of Congress asked Joshua to restore the original images of the Wright Brother’s first flights at Kitty Hawk. And,

Joshua is negotiating with the Baseball Hall of Fame to work with their collection. Joshua said, “If the Hall of Fame project comes through, I am probably going to have to hire more people.” The Archives employs five full-time employees in Florence at family wages. They contract with a web master who travels between Oregon and Las Vegas. Joshua has specialized business needs. As a result, his attorney is in Los Angeles and his accountant is in New York.

Their Website Gets 20,000 Hits a Month!

It takes eleven computers (Macs) plus a server to run the Archives. Tucked away, there are routers and other telecommunication devices. Joshua has 10 MB (megabyte) of bandwidth (wireless) with the local ISP. The bandwidth is 10 MB up and down which is enough bandwidth to run a small hospital. Joshua would love to have fiber run directly to his business.

Joshua explained, “We revise our web site constantly. We run different offerings and have things like trivia contests with prizes. It keeps people interested. We also have a shop on e-Bay and Yahoo.” Joshua uses a web master because his site must look professional. Their web site contains pages of thumbnail images from his father’s collection. Customers can browse the galleries and order prints. Prices for prints range from thousands of dollars per print to less than fifty dollars for others. The Archives offers “Archival Quality” printing services; the paper and ink are guaranteed to last for 200 years. On e-Bay, their customer satisfaction rate is 100%. The website features glowing testimonials from satisfied customers.

Each month, Joshua’s web site gets about 20,000 hits. Averaged out, that is about 670 hits a day.

The Archives will customize the print if you wish. If you want your print to match your décor, they can alter the color of the print to meet your needs. Joshua also licenses the images. Recently, a company paid \$60,000 to use one image of Marilyn Monroe for several months in an ad campaign.

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Orders for prints are received via broadband from all over the world. They use UPS, Federal Express, and the Post Office to send prints to their customers within two or three days of payment.

Joshua commented, “Broadband and digital technology enabled me to locate my business in Florence rather than Los Angeles or New York.” Joshua still travels to meet with clients and deliver presentations at conferences. But, today, because of digital photography and the Internet, his travel demands are far less significant.

Creating Attractive Workspaces

Joshua commented, “There are people like me who would love to live and work in Florence. But, they do not know we exist. We have to market ourselves. We talk about declining school enrollment and how it hurts our schools and community? If we could bring in a few more businesses like mine, that would make a big difference.”

Joshua said, “We need more classy office space. People will want to live in attractive spaces looking at coastal scenery. We have to get out of the industrial park mindset. We should promote mixed-use development and create vibrant downtowns so people do not have to commute.”

Joshua said, “I want to work with the community to create a ‘Pixel Palace’, right here in Florence. We can create a campus setting, maybe near the waterfront. Businesses can come here and team up with HP and other software and printing businesses. The universities can be involved and offer classes and internships in digital restoration. These are good career opportunities. And, there are millions of images that need to be preserved!”

Joshua’s a Port Commissioner on the Port of Siuslaw. He is also on Florence’s Downtown Committee and he is helping with the effort to build a new chamber of commerce building in Florence. People like Joshua are bringing new ideas and energy to our coastal communities.

E-mail: prints@archivesmhg.com
Web Site: www.archiveimages.com

Interview with Jim Iverson, Lighthouse Deli—Lighthouse Deli: Oregon Seafood Next Day Air

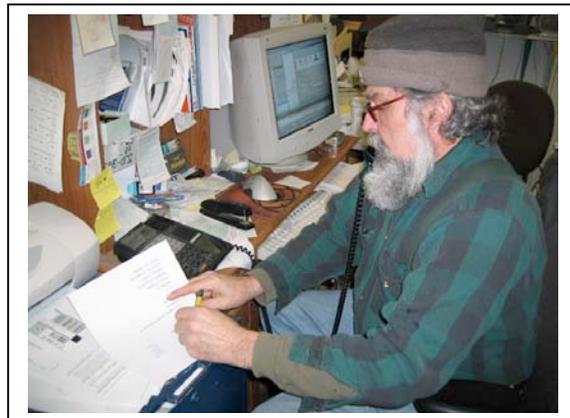
From Highway 101, the Lighthouse Deli—just south of the Yaquina Bay Bridge in Newport, Oregon—looks like any other seafood market. But, several times a day, every day, Federal Express and UPS trucks pull up to gather packages bound for destinations all over the country. And, there is a prominent sign on the front of the building that says, “We Ship Next Day Air.”



What is going on? Lighthouse Deli has a thriving Internet seafood sales business. During the winter, Internet sales constitute 60% of their business. The percentage dips to 20% in the summer only because in-store retail business booms in the summer with the tourist traffic.

At 6:30 a.m. one morning, Jim Iverson—the owner-operator of Lighthouse Deli—gave me a cook’s tour of the business. We looked at his live crab tanks, the freezer (the bait freezer from the Oregon Coast Aquarium formerly used to store Free Willy’s food), and his packing and staging area.

I was most interested in Jim’s office. Looking over his shoulder, I watched Jim click on his e-mail to view orders that had arrived overnight. Jim said, “Okay, here is one from Las Vegas. They want two Dungeness crab and some oysters sent overnight. Here is another order. Someone in Florida wants a gift pack sent to somebody else. We get a lot of orders from Florida. We also get a lot of orders from the Midwest. Here is one from Indiana.” I asked, “Is there any pattern to the orders?” “No,” Jim replied, “You never know where they are going to come from.” Jim printed out the orders so the staff could begin getting them ready for shipment. There is no time to waste. Federal Express will arrive at 1:30 p.m. to take packages to the Portland Airport (PDX).



Jim’s computer retains information from the orders in a database. The information is used to carry out periodic mailings to customers. Jim is proud he gets a lot of repeat customers. He explained, “We focus on quality. Nothing leaves here without it being 100%. When you package it right and you send it overnight or by second day air, the product will arrive in great shape.” Jim showed me the Lighthouse Deli’s website and his postings on Yahoo. He had a 100% customer satisfaction rating. The customer reviews (400+), available on Yahoo for anyone to see, are all glowing. Jim said, “This is key. It is the best form of advertising. Before people order, they check out the customer reviews.”

Internet Marketing Tips

Jim said, “Watch this.” He typed the word “crab” into the search engine on Yahoo’s home page. The first web page appeared. The page indicated there were many web sites offering a variety of “crab” products, from crab to merchandise. But, there was Lighthouse Deli, prominently listed on the first page, the third site down from the top.

Jim pointed at the screen and explained, “To get noticed you have got to be right there, at the top, in the number one, two or three spot.” I asked Jim, “You pay Yahoo to put you there?” Jim replied, “Sure! I pay for any advertising—the newspaper, radio, or mailings. When you drop from the #1 spot to the #3 spot, it can mean a difference of getting 100 hits down to 40 hits. It is that sensitive. People typically only look at the first page and usually only the first few sites. They do not go further back into the listings. If you are on the back pages, you do not exist.”

Jim then clicked on the Lighthouse Deli listing. His listing jumped up two spaces and replaced the #1 listing. “Wow!” I exclaimed, “Did you just do that?” Jim said, “Yeah. I have an account with Yahoo. All I have to do is click on my listing and my website jumps to the #1 spot.” Jim checks his listings several times a day to see if other businesses have leapfrogged over him during the day. This way, Jim ensures Lighthouse Deli stays in the top three slots. This is called “search engine management.” Jim shared, “One of my competitors jockeys with me for the top spot. I know when he leaves from work. After he goes home I take the top spot for the rest of the night. That is important. Most orders come in at night.”

How Jim Got Started on the Internet

Jim said, “In the mid 1990s, I started fooling around with my computer. I wondered if it could be used as a tool to expand my market. I am largely self taught. It was trial and error. We tried different things to see what works. In the early days we got some orders. We were pleased, but it was not a big deal.” Jim recalls, “Then, about three years ago, the orders really began to pick up. Sometimes, we would get 20 orders a day. At the time, we thought that was a huge number of orders. That is when we began to take this seriously. We had to get more organized. We began ordering insulated shipping containers, jell packs and packing material in bulk. This year, one day we had 80 Internet orders. It takes a lot of work to fill that many orders. We average 200 orders a week. Demand goes up during holidays because there is a lot of impulse buying.”



Jim Iverson offers a range of seafood offerings. He said, “Crab is the biggest seller, maybe half our business. We will ship two fresh-cooked Dungeness crab, over two pounds each, for \$89 (shipping included

via next day air door-to-door service anywhere in the USA). Shellfish in general sells well.” Jim continued, “We sell a lot of Yaquina Bay oysters. We also sell a lot of littleneck clam steamers from Willapa Bay in Washington.” Jim has his own brand of seafood called,

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“Iverson’s Gold.” It is a custom-canned seafood including Albacore tuna, smoked Albacore tuna, wild chinook salmon, and smoked wild chinook salmon.

To promote his canned tuna, Jim places a free can of his Oregon Albacore tuna in each shipment. Jim said, “When people see I sell tuna for \$4.50 a can, they will not order it. They compare it to a regular can of tuna they can buy for a buck. But, once they savor the rich taste and texture of our tuna, many order a whole case.” The Lighthouse Deli sells a case of 24 cans (7.75 oz.) each of Oregon Albacore for \$96. That is top dollar. But, Oregon Albacore tuna, handled correctly and cooked in its own juice, is one of the best tuna products in the world.

I admire Lighthouse Deli. They offer top-quality products and they get top dollar. They do not sell product at razor thin margins. And, they pay fishermen and fish plants additional money to purchase the big crab (2 pounds and above each) and other premium seafood products. Jim is fanatical about giving his customers the best product, every time. Jim employed the Internet to expand his market well before it was fashionable.

Lighthouse Deli is a classic value-added operation that supports 12-15 jobs on the Oregon coast with salaries between \$10 and \$15 an hour. You can tell it is a good place to work. Lighthouse Deli is expanding with a new 4,000 square foot building to house the custom canning operation and provide room for his Internet business.

Jim shared, “Because I am all over the web, consultants contact me and want me to hire them to market my business on the web. They want thousands of dollars up front. They claim that after 90 days I will see a significant boost in sales. Who knows if they know what they are doing?” Jim said, “They never offer to take a share of the proceeds instead of their fee. To heck with them! I suggest people take the time to do your own marketing. It is like taking control of your future. Do not put it into the hands of someone else.”

Jim believes all small businessmen on the Oregon coast should take advantage of the Internet. He said, “It is not that hard. Take it slow at first. But, be ready when it takes off.” For Jim, that means the following:

- (1) Try to offer a range of related products your customers may want.
- (2) Have access to enough product to meet demand when demand spikes upward.
- (3) Keep the quality of your product high at all times. Deliver what the customer wants when they order it, every time, with no exceptions.

Lighthouse Deli Web Site: www.lighthousedeli.com

Interview with Steve Simpkins, Yesterday's Books—Yesterday's Books, Today's Challenges: Internet Helps South Coast Book Store Bottom Line



One of my favorite used bookstores is Yesterday's Books, located on Highway 101 in North Bend, Oregon (Coos County). Yesterday's Books has an outstanding selection of books at good prices. And, the store has a great atmosphere.

Several years ago, I asked the store owner, Steve Simpkins, "How is business?" He described how slow the economy was in Coos Bay. It was not long after the closure of the paper mill in Gardiner. Steve lamented that people with families—wage earners—were being forced to leave the south coast. That, of course, was

hurting his business. Steve said Internet book sales were helping his business survive the downturn. After the coastal telecommunications project began I thought about doing a profile of Yesterday's Books.

When I approached Steve about the profile he said, "I am not the guy you want to talk to. I will not give you a lot of hype about the Internet." I told Steve, "I just want the truth. Not hype." Steve replied, "Well, okay then."

Steve started Yesterday's Books in 1986. A bookstore owner friend told Steve there was a good opportunity to open a used bookstore in Bend or Coos Bay. Steve chose North Bend because of the mild climate and his wife was from the coast and she wanted to return. In August of 1997, after leasing space for eleven years, Steve bought a small building in North Bend a short distance from where he rented. Steve remembered, "Several months after I signed the papers to buy the building, my sales dropped off dramatically, by about 20% to 25%. It was scary. That was the same time the book business on the Internet was starting up."

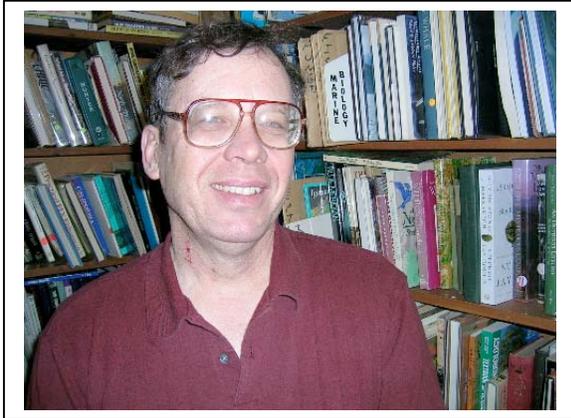
The Internet enables businesses to greatly expand their markets. As a result, today, new and used books are subject to an enormous on-line global auction. Steve estimates there are 40 to 50 million books available on-line. Book selling brokerage services—like Amazon.com—enable book sellers (professionals and amateurs) to post their inventory before a worldwide audience. Because of the Internet, prices of new and used books have declined dramatically. Conversely, the price of rare books has increased.

Steve said, "I do not think there are many repeat customers on the web. I find people will shop somewhere else if they can get the book for a quarter less." I was reminded of the slogan from Lendingtree.com, which says, "When banks compete, you win." In this case, when booksellers compete, book buyers and book brokerage services win. Steve became an early adopter of E-Commerce out of necessity.

Steve said, "I do not want to sound like I am complaining. But, I work much harder now than I used to for less money. To do business on the Internet, I constantly update the database. And, I write short descriptions of each book. It takes time to do that well. I probably get more satisfied customers because they get the book they want. And, I get far fewer returns to deal with. And, there is the packing of the books and the mailings. Before, I did not have to do all

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these things.” Steve shook his head. He continued, “Many people seem to play at selling books on the Internet. At times they offer books at unrealistic prices. They cannot be making money. But, that lowers prices for the rest of us. I suspect the same thing happens to antique stores and dealers.”



Steve keeps an eye out for under-priced books on the Internet. He showed me a stunning coffee table-sized book on antique Japanese prints authored by James Michener. Steve said, “Michener did more than write big novels. He collected Japanese prints.” Holding up the book, Steve said, “I bought this book on the Internet for \$10! I will advertise it for \$45.”

Steve said by the time brokerage services take their cut, profits are razor thin. He carefully wrapped a paperback and placed it in a mailing box. He said, “Okay, I am selling this book for \$16. I will make about five dollars. I do not

know if I am making a profit. The real profit comes from selling the more expensive books. The cheap books just help you stay in business.”

I glanced at the stack of pre-labeled mailing boxes. The addresses listed places like Indiana, California, Colorado, Croatia. “Croatia?” I asked. Steve replied, “The orders come from all over. You have to watch the ones from Eastern Europe. Many of those are scams. You are lucky to get paid. That customer paid with a British credit card. So, I should be okay. And, customers can do a ‘charge back’ and get a full refund. The credit card company then charges me an additional \$25. Supposedly, a procedure exists by which a merchant can get his money back from fraudulent transactions. But, everyone I know who tried to get a refund has been unsuccessful.”

I asked Steve why he does not use his own web site to sell books. Steve furrowed his brow. He said, “I have thought about that. But, I have an inventory of about 3,650 books on-line. In the store I have 40,000 books. Why would someone shop on my store’s limited inventory when, through the listing service, they can get access to millions of books on the Internet?” Steve raised a valid point. Steve said he may create a web site for *Yesterday’s Books* when he can find the time and money to satisfy his curiosity.

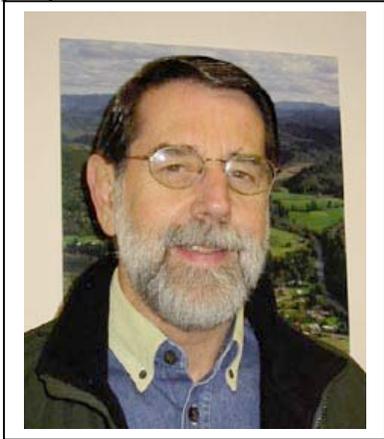
Shopping for old and new books on the Internet makes sense. But, as long as *Yesterday’s Books* is open, I will stop in and shop. Why? I love to wander through the stacks, smell the espresso brewing, and talk books with Steve Simpkins.

E-mail:

Inventory Search Web Sites: <http://text.bookavenue.com/cgi-bin/search?login=yesbooks>
<http://dogbert.abebooks.com/servlet/SearchEntry?vci=283303>

Interview with Daniel Dawson, Twenty First Century Telecommunications, Inc.—Pacific City Telecommuter Lives the Best of Both Worlds

On the Oregon coast a growing number of people are quietly working out of their homes for themselves or for a company headquartered at another location. Unless you encounter these people at a chamber of commerce meeting, or, through friends, you may not even realize they are there. These people are now making significant contributions to the coastal economy. Broadband communications, of course, makes this possible.



Daniel B. Dawson, from Pacific City in Tillamook County, is a good example.

Dan works for a company called Twenty First Century Communications, Inc. Twenty First Century Communications, Inc. specializes in homeland security, reverse 9-1-1, and electric utilities outage overflow calling technology. The company's major hub is in Omaha, Nebraska. At their teaming partner's Omaha facility, Twenty First Century Communications, Inc. can handle high volumes of inbound and outbound automated calls. Their major domestic and international clients are electric utilities. So, when the lights go out somewhere because of a power outage, thousands of people begin calling all at once. Twenty First Century Communications gives a utility the capacity to track and respond to the deluge of phone calls. Their clients include ten of the largest utilities in the United States.

Twenty First Century Communications, Inc.'s technology enables communities to do rapid emergency notifications. For instance, if the National Oceanic & Atmospheric Administration (NOAA) issued a tsunami warning, a community can notify by phone everyone who is located in or near a mapped tsunami inundation—almost instantly—with a 30-second message. If a child is missing, or, if there is a fire, or a lock-down at the local high school, whatever, community officials can rapidly notify people in a specified area what is happening (an all-hazard notification system). Even though the phone call may originate from Nebraska, the messages and notices are triggered by a local authorized emergency manager with secure access to the system. The sequence of inbound and out-dial calls, coupled with e-mail, fax and paging capability, are available in near real time over the Internet.

Dan explained, “One half of the households in the United States are linked up to us through our client utilities. Locally, we serve PacifiCorp, Eugene Water and Electric Board (EWEB), and Clark County PUD. On a national level, for example, we provide Homeland Security Service to the Homeland Security Information Network, Federal Bureau of Investigation (FBI), Federal Reserve Board (FRB), the House of Representatives, General Administrative Services (GAS), and the National Capital Region and the Washington D.C. Emergency Management Agency.” Dan explained, “We can make 20,000 30-second automated calls per minute. In an hour we can make 1,200,000 calls for our clients, and, have the capacity to take 1,800,000 inbound calls independent of each system.” Wow.

Doing Business From the Oregon Coast

Dan shared, “I interact with customers using broadband from my office at home. I do a lot of ‘demos’ using web casts. Here is how it works. I call a customer using an 800 number. They download a web site that they can navigate using a mouse. We talk through the demonstration.

The whole time we are talking, we are looking at the same material on different screens from different locations, sometimes multiple locations.”

Dan continued, “This really cuts down on the need to personally go out and visit potential customers and clients. But, if I need to go see people personally, I will get on a plane and go do that. Because I live in Pacific City, I am only two hours away from PDX. It takes me just as long to get to the airport as it does for many people who live in a big city.”

Dan and his wife first moved to the Oregon coast in 1997 from Columbus, Ohio. After a couple of years in Lincoln City, they moved to Pacific City. They chose Oregon because of its character and independent but collaborative nature.

Dan and his wife Janet love living on the Oregon coast. Jan owned and operated the Lincoln City Montessori School between 1997 and 2003. They raised a son, Ian, who is now 19 years old, attends Linfield College and will be off to Austria for a semester abroad starting in August 2005.

Dan shared, “It was a great decision to move here. Our son got a great education. From my perspective, however, the Oregon coast has not come close to reaching its full potential. I do not want to sound critical, but, we do not do nearly enough to leverage the arts in our communities. We have extraordinarily talented people living and working here. We should find ways to integrate them into our visitors’ experiences, our businesses, and, into our schools. After all, education is the most important thing.”

Dan is also passionate about helping coastal businesses do more with the Internet. Dan said, “I think especially with local food, we could do so much more. For instance, the Riverhouse in Pacific City makes and sells some of the best salad dressing in the world. With the right marketing through the Internet they have a significant opportunity. There are a lot of other businesses around like that. Look what Tillamook Cheese has done with their brand.” Looking serious, Dan shared, “You know, I believe there is more opportunity working with existing businesses to help them grow than by focusing on recruiting business.”

Feedback on The Oregon Coast Telecommunications Economic Development Strategy

Dan and I talked about the Oregon Coast Telecommunications Economic Development Strategy. Dan liked what he heard. He said, “That sounds like an outstanding program. So, what is it going to take to make it happen?”

I answered, “Well, that is the \$64,000 question.” I explained that the *Final Report* needs to be distributed—a hard copy and a web-posted version. And, we need to start a dialogue about the strategy with local leaders. I explained the report has different sections, geared to different audiences. I also shared that the report will provide orientation materials with concrete steps to take.

I summarized, “To make this work, people at the local level must take ownership of the process. We will support local efforts with technical advice, but local elected officials and business people need to make it happen.”

Dan said, “The first thing I would do, once you get going, is generate an inventory of all the coastal businesses. See who is using the Internet now, what they are doing, and identify and

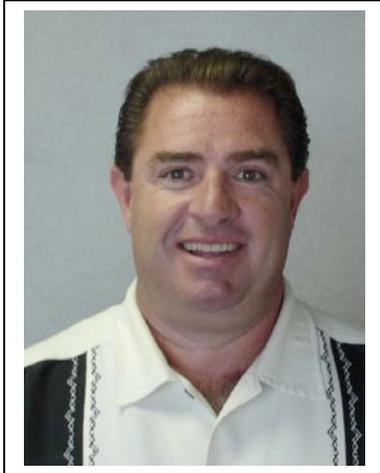
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help businesses who are not using the Internet.” I replied, “Dan, that is a big job! We are talking about a region 350 miles long.” Dan said, “Let the chambers of commerce help you. In Pacific City, we have 48 people show up at our chamber meetings. It is all the business people. It can be done.”

I appreciate Dan’s positive attitude. He is right! As we engage in a coastwide dialogue about the strategy, a business inventory process would be a tangible early step to take in the implementation process. And yes, the chambers of commerce can and should play a key role in the process.

Interview with Charles Brunetti, Brunetti Consulting—Denver-Based Telecommunications Executive Eyes Oregon Coast Opportunities

I first heard about Charles Brunetti several years ago. Charles' telecommunications consulting firm—Brunetti Consulting—enjoyed a stellar reputation as a leading firm that could engineer and run the financials on proposed telecommunication deployments. After the dot.com crash, his firm's skills were in demand because they could diagnose ill-conceived telecommunication deployments. A year or so ago, for instance, Charles Brunetti's firm was asked to evaluate the viability of the City of Bandon's proposed FTTH project.



I got to know Charles Brunetti in October 2004. Charles came to Florence to discuss potential wireless deployments with members of Florence's Telecommunications Task Force.

I was immediately impressed by Charles' expertise, intelligence and confidence. He gave a stimulating presentation on the latest developments in mesh network wireless deployments. Charles mentioned his company had ties to investors looking to finance telecommunication

deployments. His message to the Florence Telecommunication Task Force was, "Let us partner on a wireless roll-out of broadband. We can blanket Florence with wireless broadband for about \$25 a month to the customer. We can shape a partnership with the city any way you want and share the revenue. There are a number of ways to do this. And, we will provide the financing."

Immediately after that meeting, I spent more time with Charles Brunetti at the annual rural telecommunications conference in Bend, Oregon. From the beginning, Charles was very interested in OCZMA's Oregon Coast Telecommunications Economic Development Strategy. Charles and I have become good friends. We talk by phone and by e-mail on a regular basis and he regularly provides valuable private-sector feedback about complex telecommunication issues. Just the other day Charles helped me and other people on our coastwide Task Force understand how companies estimate return on investment (ROI) for wireless deployments in small communities.

Helping Us Understand Our Untapped Potential

Charles Brunetti provides an informed outsider's perspective on the Oregon coast. He is precisely the kind of entrepreneur we want to encourage to move to our region. He is thinking about moving his company to the Oregon coast.

Charles is also a valuable asset because he has been involved with regional economic development. Charles was part of a successful effort to improve the standard of living in the City of Aurora, Colorado. Charles remarked, "Aurora is the second biggest city in Colorado. The community really had a stigma attached to it. There was economic stagnation. We had gangs. Aurora was the stepchild of the front range. But, we turned Aurora around. We got the business community together with other local leaders. We implemented a comprehensive economic development strategy." Charles continued, "We took an old military installation and created bio-incubators with office parks. We focused on workforce development to get skilled labor. We took an old Veteran's Administration (VA) hospital, and, working with Colorado

State University (CSU), we are transforming that facility into a medical research facility that will rival the Mayo Clinic and Johns Hopkins University. Our goal is to create 65,000 jobs. We are on the way to making that happen.”

Turning to the Oregon coast, Charles commented, “The Oregon coast is a jewel. I talk about it wherever I go. Your #1 asset is your quality of life. The climate is great. I love the access you have to nature. You have a serene environment where you can walk on a beach and not be staring at twenty-story condominiums.”

Charles continued, “You have a tremendous opportunity. You have all these second home buyers and new retirees. That creates opportunities. These people are potential mentors, with their skill sets. And you have a huge pool of kids. You need to get the two together—the retirees and the kids—and prep the young people. That is what we did in Colorado. We got the young people excited about taking part in the new economy. People in the private sector responded to our call to participate in this outreach effort because they knew we needed to train the next generation.”

Charles shared, “What you are trying to do with your coastal initiative is what we did in Western Colorado. It works. The same thing was done in Jackson, Wisconsin and other settings. Focus on people already working in your region. Use them as examples.”

Workforce Development is Key

I asked Charles to elaborate on workforce development. Charles said, “You should do a workforce survey. That was one of the first things we did in Aurora. It is not that expensive. Any company worth recruiting will ask you about workforce. You better be prepared to give them answers to their questions.”

I said, “Charles, some people told me we may not like what we learn if we do a workforce survey on the Oregon coast.” Charles replied, “That is precisely why you do that kind of survey! You do a gap analysis! You learn what you need to do!” I then said, “A few experienced people also told me the major issue is the attitude problem that many people on the Oregon coast have a poor work ethic or they cannot pass a drug test.” Charles said, “That is baloney! For every kid who does not want to work there are two leaving your region to find work and better themselves. I understand what those people are saying and it is a real concern. But, that is counter-productive thinking.”

I told Charles about the five community colleges on the Oregon coast. I said, “We are asking the community college folks if they could provide more IT skill training if they experienced a boost in demand.” Charlie said, “Good. You are asking them the right questions. What if enrollment climbed 25%? Could they adjust? Do they have the instructors and the equipment? They faced the same situation in Texas at the University of El Paso. Some professors fought distance learning and on-line classes. They feared it because of job security. Later on those same faculty members loved it because it helped them do their job.”

Interview with Bill Gillis, Administrator, Washington State University (WSU) Center to Bridge the Digital Divide (CBDD)

Washington State University (WSU) has a “Center to Bridge the Digital Divide (CBDD).” CBDD is carrying out an initiative that is similar to the OCZMA Oregon Coast



Telecommunications Economic Development Strategy. The premise is the same. Because of broadband, rural communities can retain businesses and attract New Economy entrepreneurs from urban areas to create new job opportunities for coastal people.

CBDD was established four years ago. Looking at their web site, I learned that several years ago CBDD approached 75 urban businesses about moving to rural Washington state. In the end only three businesses elected to move. That did not sound like a real success. It is worth noting, though, their recruitment effort took place when the effects of the last recession were still being felt. I was curious what the people at the CBDD learned from that experience and their other activities. So, I contacted Bill Gillis at his office on the WSU campus in Pullman.

Over the phone I shared with Bill the outline of the OCZMA Oregon Coast Telecommunications Economic Development Strategy. I explained how we hope to attract and retain knowledge-based businesses to the Oregon coast. I asked Bill for details about CBDD’s initiative—especially their implementation methods.

Bill said, “Well, we have learned that this is not easy. It takes a long time to make it work. In the last four years, CBDD developed a portfolio of rural communities that are now really ready to do this. We needed to develop an understanding of their labor/workforce issues. And, we needed to understand what telecommunications infrastructure they had, what the limitations were.” Bill concluded, “So, four years later, only now are we really ready to approach urban-based businesses and say to them, ‘Here are some opportunities for you.’”

Bill remarked, “Our work reinforces our belief that urban businesses can be drawn to rural communities. They will come here because: (a) costs are lower, (b) their workforce will be less likely to move, and (c) for security reasons, many companies need to spread their facilities around. Also, we find many of the entrepreneurs who want to move to a rural area are people who grew up in a rural community. They want to get back to a rural environment.”

Bill stated, “And, we learned we have to overcome a certain amount of urban prejudice. A lot of urban people believe rural communities cannot meet their needs. So, we need to provide those people a lot of documentation. For instance, we needed workforce information and information on telecommunications infrastructure. And, it took time to find and select specific rural communities that would be ready to participate. We used our EDA funds to help them with their capacity. It took a lot of cultivation to be ready to make something substantial happen. We did not market too aggressively until we had a slate of communities that were ready to go.”

Bill believes modest-sized firms are the best fit for rural Washington. For Bill, that means businesses with 5 or 6 people, or, businesses between 20 to 30 people. Bill said, “Getting a

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major employer to come that needs 100 employees would be difficult. It makes sense to attract smaller firms and help them grow.”

I asked Bill Gillis how they approached leaders in rural communities to get them excited about these opportunities. He responded, “The most effective method, by far, is through case studies. We developed 13 case studies of successful businesses doing these things in rural communities in Washington. The case studies are really a motivating factor.”

It was a good conversation. We pledged to share what we are learning and look for ways to partner. The first thing we will do is share profiles. Below are links to CBDD’s web site. Check out CBDD’s 13 profiles of rural businesses in the Northwest using broadband to carry out business activities that used to only occur in urban areas.

CBDD Web site: <http://www.cbdd.wsu.edu/initiatives/ework/index.html>

List of Telecommunications Companies on the Oregon Coast

Clatsop County

101Webbuilders.com
Web Site Design
866-639-2741

AT&T Wireless
Cellular Service
866-732-2468
www.attwireless.com

Budget Internet
ISP
888-671-3240

Carroll's Web (formerly Harborside)
ISP/DSL
800-290-4599

Cellular Connections
Cellular Service
503-325-4599 Astoria
503-738-0550 Seaside
www.cellularconnection.com

Cheth Rows Consulting
Web Site Design
503-436-0211 Cannon Beach
www.cheth.com

Cingular Wireless
Cellular Service
866-246-4852
www.cingular.com

Cresconn.net
ISP
800-562-0036

Dex Media
Marketing/Advertising
800-422-1234

Digital Design Oregon
Web Site Design
503-717-8350 Seaside

Eagle Home Cable
Cable Co.
888-565-6067

Free Satellite Systems
Satellite Co.
800-659-2610
503-325-1402 Astoria

iFocus Consulting
Web Design/Web Hosting
503-338-7443 Astoria
www.iFocus-Consulting.com

Infinity Internet
ISP
800-469-1424

Internet Partners, Inc.
ISP/DSL/T1/Web Hosting
800-445-0193
503-690-2700
www.InternetPartners.net

McLeodUSA
Telephone Co.
800-393-1413

North Coast Phone & Computer
Freedom Northwest
ISP/Tele Co./Cellular Serv/DSL/
Web Hosting
503-738-3683 Seaside
www.phonecenter.net
www.freedomnw.com

(Clatsop County-continued)

Opus: Interactive
ISP/DSL/T1/Web Design/Hosting
503-738-7066 Seaside
Email@TheOregonShore.com

Pacific Public Safety & Communications
Cellular Service
866-861-9288/503-861-9288 Warrenton

PCEZ.com-Internet Services
ISP
800-327-7090
www.pcez.com

Peak Internet
ISP/DSL/Web Site Design
800-731-4871

Qwest Internet Services – ILEC
ISP/Telephone Co./Cellular Serv/DSL
800-996-2516 Residential
800-603-6000 Small Business
800-743-3793 Large Business
www.qwest.com

Radio Shack Dealer
ISP/Cellular Service
503-325-8248 Astoria

Sea Star Satellite
Satellite Co.
503-325-7244 Astoria

Seasurf Internet
ISP/DSL/Web Hosting
503-738-3844 Seaside
info@seasurf.net

Sprint
Telephone Co.
800-877-7746

Verizon Online
ISP/DSL/Cellular Service
888-587-7333
888-649-9500 Business

Libraries

City of Astoria
503-325-7323

Cannon Beach Library
503-436-1391

Warrenton Community Library
503-861-3919

Tillamook County

AT&T Telephone Co. 800-222-0300	Falcon Cable TV Cable Co. 503-965-5181 Pacific City 503-368-5461 Nehalem
Bell's Office Supply Cellular Service 503-842-5566 Tillamook	Java Beach Internet Café 503-355-8300 Rockaway Beach
Budget Internet ISP 888-671-3240	McLeodUSA Telephone Co. 800-393-1413
Carroll's Web (formerly Harborside) ISP/DSL 866-435-3394	Neahkahnie Net ISP/Web Site Design 503-368-3657 Nehalem
Charter Communications ISP/Cable Co. 866-731-5420 www.charter.com	NehalemTelephone & Telegraph Co. Telephone Co. 503-368-5116 Nehalem
Coast W1F1 503-368-9434 Nehalem	Nextel Communications Cellular Service 800-639-8359
Coast Net ISP 503-368-4050 Nehalem	Oregon Coast Cyber Café ISP 503-355-2962 Rockaway Beach
Comcast Advertising Sales Cable Co. 503-842-3116 Tillamook	Pacific Coast Communication, Inc. Telephone Co. 503-355-9636 Rockaway Beach
Communication Specialists Co., Inc. Cellular Service 503-842-5599 Tillamook	Qwest Internet Services ISP/DSL/Tele Co./Cellular Service 800-996-2516 www.qwest.com
Cyber Café 503-368-4411 Nehalem	Sunset Worldwide.com ISP 503-368-3545 Nehalem
Dex Media Marketing/Advertising 800-422-1234	

(Tillamook County-continued)

Tillanet On-Line

ISP

503-842-1485 Tillamook

Wave Internet Services

Products/Software

503-842-7600 Tillamook

W B R Galaxy

ISP

503-842-6927 Tillamook

Libraries

City of Garibaldi Library

503-322-2100

Library Bay City

503-377-0231

Manzanita Branch Library

503-368-6665

Rockaway Beach Library

503-355-2665

South Tillamook County Library

503-965-6163

County of Tillamook Library

503-842-4792 Tillamook

Lincoln County

101Webbuilders.com
Web Site Design
866-639-2741

AAT Communications, Corp.
Cellular Service
541-994-2067 Lincoln City

Action Networks, Inc.
ISP/Web Site Design/Hosting
541-265-8226 Newport

Alsea River Cable
Cable Co.
541-563-4807 Waldport

Axxis Communications
ISP/DSL
888-508-2363
www.axxistel.com

B & B Package Express
Internet Café
541-994-7272 Lincoln City

Big Guys Diner
Internet Café
541-265-5114 Newport

Blue Mountain Internet
ISP/Web Hosting
800-485-5006
www.bmi.net

Budget Internet
ISP
888-671-3240

Carroll's Web (formerly Harborside)
ISP/DSL
800-290-4599

Central Telephone, Inc.
Telephone Co.
541-547-4256 Yachats
541-563-8646 Waldport

Charter Communications
Cable Co./ISP/High Speed
866-731-5420

Coast Graphics Media
Web Site Design
541-563-6166 Waldport

Dave Criswell Website Design
Web Site Design/Web Hosting
541-336-7135 Toledo
www.rytesyte.com

Cyber Garden & Coffee House
Internet Café
541-994-3067 Lincoln City

Day Wireless Systems
Cellular Service
541-265-6201 Newport

Dex Media
Marketing/Advertising
800-422-1234

Direct Digital TV
Cable Co.
800-747-9294

Earthlink
ISP
800-511-2041

Exchange Net
ISP/Web Site Design
866-752-2033
www.exchangenet.net

(Lincoln County-continued)

Gray's Web Design
Web Site Design
541-547-5453 Yachats

JNRCom
ISP
541-265-5889 Newport

L H Morris Electric, Inc.
Telephone Service
541-265-8067 Newport

McLeodUSA
Telephone Co.
800-393-1413

Millennium Digital Media
Cable Co./High Speed
800-829-2225
www.mdm.net

Monster Wireless
Cellular Service
541-994-5623 Lincoln City

Newport Internet
ISP
541-265-3596 Newport

Newport Wireless Center
Cellular Service
541-574-7196 Newport

Nextel Communications
Cellular Service
800-639-8359

Oregon Coast Computer
Web Site Design/Host/Cellular Serv
541-336-0110 Toledo

Oregon Info Tech Centers Inc.
ISP
541-336-4147 Toledo
541-574-6169 Newport

Oregon Telecom Newport
Telephone Service
541-574-7776 Newport

Pacific Internet Connection
ISP
541-265-3547 Newport

Peak Internet
ISP/DSL/Web Site Design/Hosting
541-563-5511 Waldport
800-731-4871
peakinternet.com

Peoplepc Online
ISP
800-627-3571

Photo Run Plus
Cellular Service
541-265-5300 Newport

Pioneer Printing, Inc.
Web Site Design
541-265-5242 Newport

Pioneer Telephone Cooperative
Telephone Co.
541-563-3135 Waldport

Preferred Connections, Inc. NW
ISP/Telephone Co.
541-242-0808

Props Inc
Web Site Design
541-265-3032 Newport

Qwest Internet Services
ISP/DSL/Cellular /Telephone Service
800-996-2516
www.qwest.com

Radio Shack Associate Store
Cellular Service
541-996-2288 Lincoln City

(Lincoln County-continued)

Sprint

Cellular Service/Telephone Co.
800-480-4727

Technology Services, Inc.

ISP
541-867-6090 South Beach

Trust Management Services

ISP
541-563-7279 Waldport

Ucinet

ISP
800-342-4124

Unicom

Telephone Co.
800-342-4124

West Coast Net, Inc

ISP
541-996-9700 Lincoln City

Libraries

City of Lincoln City Driftwood Library
541-996-2277

Lincoln County Library District
541-265-3066 Newport

Newport Public Library
541-265-2153

City of Siletz Public Library
541-444-2855

City of Toledo Public Library
541-336-3132

Waldport Public Library
541-563-5880

Yachats Public Library
541-547-3741

Western Lane County

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101 Systems
Satellite Co./Cellular Service
541-997-4804

AT&T
Telephone Co.
800-222-0400

Blue Mountain
ISP
800-485-5006
www.bmi.net

Bus-Net Custom Websites
Services
541-997-9237 Florence

Cascade Utilities
Telephone Co.
541-584-2224 Elkton

Coast Communications
Cellular Service
541-997-4000 Florence

Comtech Inc.
ISP/DSL/T1
541-902-9788 Florence
comtechinc@ispwest.com

Florence Computer Center
Services
541-902-9221 Florence

Northwest Media Group
Web Site Design
541-997-0700 Florence

OregonFast.net
ISP/High Speed
541-902-1566 Florence
www.oregonfast.net

Qwest
Telephone Co.
800-603-6000

Sprint
Telephone Co.
800-877-4646

Libraries

Mapleton Branch-Siuslaw Public Library
541-268-4033

Siuslaw Public Library Florence
541-997-3132

Western Douglas County

101Webbuilders.com
Web Site Design
866-639-2741

Budget Internet
ISP
888-671-3240

CMC.net
ISP/Web Hosting
800-547-8921
www.cmc.net

Carroll's Web (formerly Harborside)
ISP/DSL
800-290-4599

Charter Communications
ISP/Cable Co./High Speed
866-731-5420
www.charter.com

Earthlink
ISP
800-511-2041
www.earthlink.net

Falcon Cable TV
Cable Co.
541-271-5613 Reedsport

Grizzly Telephone Service
Telephone Co.
888-406-6209

MCI
Telephone Co.
800-950-5555

Peak Internet
ISP
800-731-4871
www.99west.com

Preferred Connections, Inc. NW
ISP/Web Hosting
541-271-0741 Reedsport
www.pcinw.com

Sprint
Telephone Co.
800-877-7746

Verizon Online
ISP/DSL
888-587-7333
www.verizon.net

Coos County

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101Webbuilders.com
Web Site Design
866-639-2741

All Coast Wireless
Cellular Service
541-267-2325 Coos Bay

Budget Internet
ISP
888-671-3240

CMC.net
ISP/Web Hosting
800-547-8921
www.cmc.net

Carroll's Web (formerly Harborside)
ISP/DSL
800-290-4599

Coosnet
ISP
541-756-8770
www.coosnet.com

Charter Communications
ISP/Cable Co.
866-731-5420
www.charter.com

Day Wireless Systems
Cellular Service
541-267-4931/541-269-9311 Coos Bay

Earthlink
ISP
800-511-2041
www.earthlink.net

Edge Wireless
Cellular Service
541-756-7490 North Bend
www.edgewireless.com

Grizzly Telephone Service
Telephone Co.
888-406-6209

MCI
Telephone Co.
800-950-5555

Orca Communications
ISP/DSL/T1
541-267-7907 Coos Bay
www.orcacom.com

Oregon Satellite Home Center
Satellite Co.
541-267-2175 Coos Bay

PACITT
Web Site Design
541-267-8425 Coos Bay

PD Designs
Web Site Design
541-266-8182 Coos Bay

Peak Internet
ISP
800-731-4871
www.99west.com

Preferred Connections, Inc. NW
ISP/Web Hosting
541-759-3126 Lakeside
www.pcinw.com

Radio Shack Dealer
Cellular Service
541-396-4814 Coquille
541-756-5178 North Bend

Ramcell
Cellular Service
541-756-8700 Coos Bay/North Bend
541-347-9699 Bandon
www.ramcell.com

(Coos County-continued)

Sprint

Cellular Service
541-756-3250 North Bend

Sprint

Telephone Co.
800-877-7746

Teletron Communications, Inc.

Cellular Service
541-269-2337 Coos Bay

Totally Cellular

Cellular Service
541-756-5949 North Bend

Unicom

ISP/DSL/Web Design
541-267-8400 Coos Bay
www.unc.net

US Cellular

Cellular Service
541-290-8722 Coos Bay

Verizon Online

ISP/DSL
888-587-7333
www.verizon.net

Web Marketing

Web Site Design
541-266-0447 Coos Bay

WebEnet Wireless Internet ISP

541-396-3911 Coquille

Wireless To Go

Cellular Service
541-756-6400 North Bend

Libraries

City of Coos Bay Library
541-269-1101 Coos Bay

Dora Public Library
541-572-6009 Myrtle Point

Hazel M Lewis Library
541-439-5311 Powers

Curry County

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101Webbuilders.com
Web Site Design
866-639-2741

Brisk Web, Inc
ISP
800-694-4627
541-332-1337 Port Orford

Budget Internet
ISP
888-671-3240

CMC.net
ISP/Web Hosting
800-547-8921
www.cmc.net

CRS Design
Web Site Design
541-469-3677 Brookings

Carroll's Web (formerly Harborside)
ISP/DSL
800-290-4599

Charter Communications
ISP/Cable Co.
866-731-5420
www.charter.com

Day Wireless Systems
Cellular Service
541-247-0686 Gold Beach

Earthlink
ISP
800-511-2041
www.earthlink.net

Edge Wireless
Cellular Service
541-698-7777 Gold Beach
541-412-8639 Brookings
www.edgewireless.com

Galaxy Satellite
Satellite Co.
541-412-7557 Brookings

Grizzly Telephone Service
Telephone Co.
888-406-6209

JT Dataworks
Web Site Design
541-332-0850 Port Orford

MCI
Telephone Co.
800-950-5555

Northwest Technical, Inc.
ISP/DSL/Internet Café
541-247-9000 Gold Beach
541-412-7700 Brookings

Ourwebmaster
Web Site Design
541-247-9779 Gold Beach

Peak Internet
ISP
800-731-4871
www.99west.com

Ramcell
Cellular Service
541-247-9774 Gold Beach
541-469-9114 Brookings
www.ramcell.com

Sprint
Telephone Co.
800-877-7746

Verizon Online
ISP/DSL
888-587-7333
www.verizon.net

(Curry County-continued)

Wavenet Inc.

ISP

541-247-9596 Gold Beach

541-412-9283 Brookings

Libraries

Agness Community Library

541-247-6323

Chetco Community Public Library

541-469-7738 Brookings

Curry Public Library

541-247-7246 Gold Beach

Langlois Public Library

541-348-2066 Langlois

Port Orford Library

541-332-5622 Port Orford