

Getting Ready for the Islesboro Municipal Broadband (IMB)

As an IMB subscriber your home or business will access the Internet using a high-capacity symmetrical 1-gigabit fiber-optic broadband connection.

Your home or business will be equipped with an electronics box called an Optical Network Terminal or ONT. Most Subscribers will utilize an interior-space ONT providing password-protected Wi-Fi access, jacks for direct-wired Ethernet, and a provision to connect your current phone wiring if you purchase the optional phone plan from our partner, GWI. Subscribers with existing wired Ethernet networks can take advantage of an exterior ONT that provides just wired-Ethernet and phone provisions. Which ONT is installed is a Subscriber choice.

For the construction phase installations, the partial year Subscriber Fee will be \$180 for the period from when your installation occurs through June 30th, 2018. If your construction phase installation can't be completed by Jan 1, 2018, you will be given a credit. In future, you will pay a \$360 yearly subscriber fee in June at the Islesboro Town Office.

If you need support or the IMB Equipment needs repair, dialing or emailing a 24x7 support center can reach help – contact info is on a sticker on the ONT. If the issue can't be resolved remotely over the phone, a trained on-island technician will be dispatched for a M-F business hours onsite visit to get the IMB Service back to good working order. There is no charge for this service call during business hours unless the issue is due to Subscriber damage to the IMB Equipment.

Get Your Property Ready for the IMB Installation

Getting your property ready for your IMB installation is your responsibility. Help us make sure that your installation will be successful the 1st time.

For the great majority of subscribers, getting ready is easy.

No Charge Construction-Phase Installation Steps Summary

- 1. Owner's signature(s) –**
 - The property owner must sign the owner's rider of the Subscriber Agreement.
 - Notarized owner signature on any required property easement - if it is necessary for your property. See below for details. The Town Office provides no-charge notary services and will pay for the easement filing.
- 2. Answer your Premise Readiness Questions – see below for details...**
- 3. Pay Your Subscriber Fee** – the \$180 partial year Subscriber Fee must be paid before the installation team can do any work on your property.
- 4. Return** the signed page(s), payment and questionnaire to the Town Office
- 5. Installation of Exterior Fiber Drop Cable** - Waveguide will install an aerial and/or buried fiber optic drop cable from your premise's power/phone service utility pole (along island public or private utility pole lines) to the exterior of your home or business adjacent to your existing utilities. No one need be home for this step unless there is interior work required. Generally they will also install a small plastic clamshell enclosure to protect the connection of the exterior fiber drop cable to the interior fiber drop cable. There are some special considerations, especially for buried conduit installations - See below for the detailed information.
- 6. Installation and Testing of Your Electronics** – Waveguide will schedule a time to come into your home or business to install, connect & test your Optical Network Terminal (ONT) electronics box. They will then clean up. You or your representative must be present for this step.

Though this is a simple 6-step process; there are a number of special considerations to review. Please read thru the considerations section below to see if any apply to your property.

Answers to Your Questions

The latest information on getting ready, construction progress, and answers to frequently asked questions are posted on the Town website (www.townofislesboro.com/imb) and via subscriber e-mail and Facebook social media.

If you have questions or issues getting ready contact the Town Office. They will either help you then or connect you with someone who can help. Page Clason has volunteered to perform brief site readiness assessment for a flat fee of \$25.

- Town Office point-of-contact person: Tina Pendleton
 - E-mail: IMB@townofislesboro.com
- Town Office at 150 Main Road
 - Phone: (207) 734-2253
 - Mail: PO Box 76, Islesboro, ME 04848

No Charge Construction Phase Installation Details and Policies

The Town website has a document titled *IMB Readiness Checklist*. That document steps you thru the installation process and what it means to get a property ready. It also explains the details of ONT electronics, locations, mounting and the choices/options you have. In addition there are several other documents related to conduit specifications if that should apply to your property. A key thing for all subscribers is that the Town Office should know all the details of your property and installation issues. The team shares those notes with the Waveguide team so that the team has a sense of what to expect when they arrive at your property. The core of this information is covered in your Readiness Questionnaire sent with your subscriber package. Make sure to get it back to the office along with any other information you think we should share with Waveguide.

- Be ready when Waveguide is.
 - Waveguide is the town's contracted construction firm building the IMB.
 - Once the Town Office has all the Subscriber paperwork and easement documents Waveguide will perform the exterior fiber drop installation. They will then contact you to schedule a mutually agreeable time for the ONT electronics installation and system testing. Your or an adult representative must be present and the power must be on. If you fail to be ready, they will work with you to schedule a second visit. However, after two scheduled attempts to perform the installation, your property will be taken off the construction phase installation list and you will be placed on a list of post-construction installations. Post construction installations are subject to time and materials expenses.
- IMB's construction budget pays to install one subscriber fiber + *Optical Network Terminal* (ONT) electronics box per property where the owner has signed up.
 - A single ONT and 1-gigabit service is more than enough Internet access bandwidth for most subscribers or island businesses
 - Property owners may distribute the IMB Service to their similarly owned directly adjacent properties. However, any wiring or equipment to distribute connectivity around a property is the owner's responsibility.
 - Subscribers cannot share their IMB Internet connection with other owner's properties.
 - Additional drops are available to those who have signed up. These will be installed at an additional cost of \$600 each or a payment of \$780 including the partial year Subscriber Fee.
- Nothing will happen before the Town Office has your signed subscriber paperwork, any easements and a payment.

- IMB assumes the responsibility for subscriber support as well as assuring a working connection and ONT. The IMB does not provide other interior wiring, configuration or gear beyond the working ONT.

Easements

A critical path to a successful installation is execution of easements by owners of certain properties.

From 1978 to 2017 CMP obtained 521 easements in Islesboro. The new IMB easements will grant the Town the same rights that have been given to CMP – permission to cross your property in a narrow corridor defined along the utility lines that cross your property. The difference is that our easement is only for the installation of IMB fiber optic equipment - no other utilities.

Not all properties need these IMB easements! There are three situations.

1. In subdivisions with Homeowner or Road Associations the easement grants the right to follow the existing utility lines to extend the IMB network to you and your neighbors. All property owners within the subdivision will need to give an easement to the Town for us to install the fiber.
2. For properties on private roads (roads not owned or maintained by the Town) the property owners with utility pole corridors on their property will need to give an easement to the Town for fiber installation. In this example, the utility corridor does not cross every property.
3. Town needs an easement on properties where the utility corridor crosses the property to service another property. In the past, the utilities ran poles to the first house built and after feeding electricity there, they used those same poles to feed the neighbors. We need to use that same path to connect you and your neighbors.

The easements itself is a page long and can be signed and notarized (at no charge) at the Town Office. Once signed, the easements will be recorded in the Waldo County Registry of Deeds. There is no fee to the property owner for notarizing or recording the easement via the Town Office. If you have your signature notarized elsewhere, please mail it to the Town Office.

If you receive an easement document and have any questions about the easement, please contact Vern Ziegler at the Town Office. The prompt execution and recording of these easements will keep the project on schedule and allow everyone to have free installation while the contractors are still on island.

Frequently Asked Questions

What is the IMB Internet Connectivity?

The IMB provides residential and small business Subscribers with a symmetrical 1-gigabit Internet service at the Subscriber's Optical Network Terminal or ONT. This provides exceptional Internet access for web browsing, e-mail, entertainment streaming, access to other networks that are also connected to the Internet (i.e., VPN corporate networks) and so forth.

The IMB is configured and designed to handle Internet traffic from all the IMB residential and small business Subscribers. This capacity and usage is constantly monitored and, if necessary, reconfigured to provide additional connectivity capacity.

However, in practice, the data throughput speed a given Subscriber might measure at any given time is highly dependent on the actual subscriber equipment doing the test and other factors such as cabling or Wi-Fi interference – most residential and small business network equipment is not designed to take advantage of the full 1-gigabit IMB data throughput capacity. 100 mega-bits or 10% of a gigabit is more typical of the maximum speed of consumer electronics. With proper equipment the maximum effective speed of data throughput one

might measure is 0.8 to 0.9 gigabits owing to Internet protocol overhead depending on the type of user data stream. 2017 surveys show that a typical residential Internet customer might drive or consume 0.0015 - 0.03 gigabits of throughput – approximately 30 times less than the typical IMB per subscriber capacity.

Is there a Charge for Support?

Generally, there is no charge for support. The 24x7 Telephone and Email support system is no-charge. If the Telephone Support Center can't resolve the problem, an on-site visit will be scheduled with the on-island technician. The IMB pays to maintain a Subscriber's IMB Service in good working order. The exceptions to this no charge for support policy are:

- Equipment Damage - In the event that there is damage to the IMB Equipment, the Subscriber will need to pay the labor and materials costs to bring everything back to good working order. In the case of an interior ONT with an interior fiber optic cable from the exterior clamshell to the ONT then, once installed and tested, it is assumed that any subsequent issue with that cable is the Subscriber's responsibility.
- Off Hours On-Site Service – On-site service calls by the On-island Technician are available during business hours Monday thru Friday. If you must have an emergency on-site service, you will be advised of the labor charge and billed accordingly.
- Other services like the labor and materials to relocate a Subscriber's ONT are billed to the Subscriber
- Reconnection following voluntary or involuntary disconnection incurs a fee billed to the subscriber.
- Installations, post construction phase are billed to the Subscriber at the actual labor and materials.

How Fast Will My Service Be Repaired?

Every attempt will be made to restore a single Subscriber outage on the next business day. In the event that there is widespread multiple subscriber outages, the priority will be on restoring the IMB infrastructure first. Also, there may be cases where the outage is too complex for the On-Island Technicians to handle in a timely fashion. In that case, additional resources will be called from the mainland. The Telephone Support Center will know the status of severe outages and we are working to post this status info on the Island Facebook social media page.

What happens if I don't complete the IMB install now?

After the Waveguide construction installation team completes its work and departs the island, subscribers will pay the actual labor and material costs to complete their installation.

Is there a phone plan?

GWI, the IMB network operator, offers several optional phone plans for an additional monthly fee. These plans range from simple residential plans to business plans. You can transfer your 734 numbers to this new service and use your existing phones and wiring. GWI will send the details to all signed-up subscribers.

Who owns the IMB equipment?

The Town owns all the IMB Equipment up to and including the ONT, its power supply, wiring and fiber. You are responsible for labor and materials to repair any damage to the IMB equipment. Once installed and tested, any damage to the interior fiber cable connecting the exterior fiber optic cable clamshell to the interior ONT with Wi-Fi is assumed to be the Subscriber's responsibility.

What About Other Equipment in My House?

Any equipment connected to the ONT either via Wi-Fi or directly-wired, is the Subscriber's responsibility. Such equipment is called the Subscriber's Equipment. IMB and GWI provide no service, support or advice on Subscriber Equipment.

What About The ONT's Battery Backup?

The IMB recommends that every subscriber's ONT have some form of backup power to assure that your Internet (and possibly phone) continue to operate during a power failure. IMB can provide a no-charge battery backup or UPS designed to keep the ONT operating for about 8 hours during a power outage. It does not provide any power backup for your Subscriber Equipment. These batteries, like other batteries should be kept at moderate temperatures (-4 to 113F) to prolong the life – should not be left in unheated space off-season. The batteries will need replacement over time and the subscriber can replace them. Spare, charged batteries are available at the Town Office for a nominal price or they can be purchased online or at many retail stores. Recycling the old batteries is recommended.

For Subscribers who turn off the power to their home or business in the off-season, there is a series of steps to disconnect the battery and prevent it being damaged during the off-season.

Can I move the ONT?

No. However there are many reasons that you may need to – repaint, remodel, shingle or reconfigure. Call the telephone support center and request a visit from the On-Island Technician to relocate your ONT. There is a modest charge for any labor and materials that the On-Island Tech will discuss with you prior to doing the work.

What if I don't pay my subscription fee during the construction phase installation phase?

It is your choice to subscribe or not. If, during the construction phase you sign the owner's rider giving permission to come on your property but don't pay the \$180 initial year subscriber fee, the team will install the exterior fiber drop cable, if possible. They will not complete the electronics installation and your account will reflect your service in a voluntarily disconnected state. Then if you decide at a later date to activate your account, you will need to pay for the labor and materials to complete the installation as well as the appropriate subscriber fee (the reconnect fees will be waived as you were never connected). If you don't sign the owner's rider, nothing will be done on your property.

I rent my home? Or, I'm selling my home...

The IMB service connection is to a particular owner's property. The owner signs the Owner's Rider of Subscriber's Agreement. The Subscriber is the user or users. The paid Subscriber service period is transferable to a different tenant or owner however the new subscriber must sign a new subscriber agreement.

What if I Need More than just typical Residential or Small Business Service?

There may be a situation where Subscribers need more than the standard IMB Service. For example, if the Subscriber needs a fixed IP address for a server or has a business need that can't wait to the next business day for repairs. In these situations, contact the Town Office or GWI and the IMB team will work out a plan for you, though there may be additional subscriber fees.