

Islesboro Municipal Broadband – Subscriber Service Level Agreement

This Agreement explains what IMB Subscriber's get and can expect for service and support from the IMB Broadband Internet Services. It may be modified by the Town or the IMB from time to time.

IMB Internet Connectivity

The IMB provides residential and small business Subscribers with a symmetrical 1-gigabit Internet Access service to the Subscriber's Optical Network Terminal or ONT. This provides 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 associated with a 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.

Additional Broadband Internet Services

If Subscribers need or want additional levels of service or support they can contact GWI to discuss the additional cost and definition of such services. For example, a Subscriber needing a fixed IP address to operate an island-based server or the availability of a technician off hours for critical computing needs. Such services are available for additional fees.

IMB Broadband Internet Service Status

IMB and GWI will post system status to Facebook and on a special website if there are outages affecting more than one subscriber. In addition the Telephone Service Center will know these details.

If You Need Service and Support

The IMB and GWI 24 hour, 7 day a week Telephone Support Center is available by calling... or emailing... This contact information is on a sticker attached to your IMB Optical Network Terminal. In addition there is a FAQ page for common questions on...

The telephone support technicians can remotely diagnose or repair issues with your IMB Broadband Internet Service. They can also help you with simple connectivity and usage issues. If they determine that your IMB Broadband Internet Service is not in good working order they will dispatch a technician. Technicians are dispatched on the next business day 8AM-5PM on a first come first served basis. The expected arrival time will be discussed with you and you can call to check the status. The IMB will pay the labor and materials expenses to put your IMB Broadband Internet Service back into good working order unless the issue is due to damage of the IMB equipment – see below.

If you need on premise technician service other than on business days during business hours, such services are available upon request for an additional hourly charge according to the IMB Fee Schedule.

If you are ever unsatisfied with the IMB & GWI telephone support or the technician's responsiveness you can escalate your situation and/or request to speak to a manager. Generally management escalations are handled within one hour during business hours Monday through Friday. The IMB team tracks the occurrence of Subscriber issues and escalations. Further, if you are still having an issue please contact the Town Office.

Subscriber Equipment Service and Support

IMB and GWI do not provide any service and support for any equipment you connect to the IMB Broadband Internet Service ONT. Contact your IT consultants or electrician for help with these issues.

Widespread Multi-Subscriber or Emergency Outages

In the event that there is an IMB infrastructure outage affecting more than one Subscriber:

- Our on-island technicians will prioritize the repair of the affected IMB infrastructure.
- If the scope of work is beyond the capability of our on-island technicians they will call in off island resources
- Every attempt will be made to repair these situations within 24hrs. However, IMB can't predict the severity of widespread outages.

Uninterruptable Power Supply Battery Replacement

Your IMB Subscriber Optical Network Terminal uses a special battery back up power supply. If an active Subscriber's battery needs replacement, contact the support telephone center and a technician will be dispatched to replace it. There is no charge for this service call unless the battery or power supply has been damaged.

Moving or Relocating the Subscriber Optical Network Terminal

Active Subscribers should not move or relocate the Optical network Terminal on their own. Serious damage can result from improper activity. Subscribers who need to relocate their Optical Network Terminal in order to remodel or repaint or for just plain convenience should call the Telephone Support Center. They will dispatch the on-island technician. The cost for this work will be the labor charges per the Fee Schedule.

IMB Service Installations

People can request a new or additional installation by contacting the Town Office. They will arrange for the on-island technician to come out and estimate the labor and materials cost for installing the IMB Broadband Internet Services. They will also advise you of any pre-installation get-ready issues that need to be taken care of. If you agree to this estimate you sign a Subscriber Agreement and pay the Installation Estimate plus any pro-rated Yearly Subscriber Fee. The Town Office will then schedule a time with you for the on-island technician to perform the installation, test the services and clean up the work site. You will be charged a late fee if you miss your scheduled appointment or your property is not ready.

IMB Equipment and Damage

The IMB Equipment is all the fiber cable, wiring, power supply and Optical Network Terminal servicing your Subscriber Location. It does not include any equipment or wiring that you may connect wirelessly via Wi-Fi or directly to the ONT. The IMB is responsible for maintaining the IMB Equipment in good working order unless the Subscriber or other people damage it. In the event of damage, the Subscriber will be charged for the labor and materials costs to put the IMB Service back into good working order. Please note that any damage to the special fiber optic cable connecting the interior space ONT to the exterior IMB clamshell box and fiber service drop cable is always assumed to be the responsibility of the Subscriber and/or their contractors.