

Islesboro Municipal Broadband (IMB)
Subscriber Agreement

<Name>
<Address>

<Map/Lot>
<Property Address>

We are pleased to present your package to take the next step in the installation of the Islesboro Municipal Broadband at your property. Take note...

Your IMB installation can only happen after the Town Office has:

- **Property Owner signature on the attached “owner’s rider”** - The purpose of the owner’s rider is to confirm, in writing, the Town’s right of access to the premises during the term of the agreement, and to provide that the owner is responsible for any installation fees not paid by the subscriber and any damage to the Town’s equipment that is caused by the subscriber. The rider also requires the owner to agree that IMB Internet service will not be provided beyond the owner’s named property but can be distributed, at the owner’s expense, to adjacent similarly owned properties. No Subscriber signature is needed - just the owner signs even if the Subscriber and Owner are different people.
- **\$180 payable to Town of Islesboro** - This is a partial year subscriber fee to provide service from whatever date your installation occurs through June 30th, 2018. In the event the IMB can’t complete the installation by January 1, 2018 you will be given a credit.
- **Answers to the Premise Readiness Questionnaire** (see below)
- **Property Owner notarized signature on any Easements.** In certain situations, the Town needs a recorded property easement from the property Owner to the Town that provides perpetual property access to install, use, operate, repair, upgrade and maintain the IMB fiber cable that crosses an owner’s property for the transmission and distribution of broadband communications to other subscribers. If you see a note saying “No Easement is Required” then you need do nothing. If you have an Easement page, then the owner must provide a notarized signature. If the owner comes into the Town Office, the team can notarize the easement in a few minutes. In any case, the Town will pay the easement recording fees.

Getting your property ready for installation is your responsibility – details are in the *Getting Ready for Your IMB Installation* document on the Town website: www.townofislesboro.com/imb

Please return the signature pages, your questionnaire and your payment to the Town Office:

P.O. Box 76
Islesboro, ME 04848

If you have questions or concerns, call the Town Office at (207) 734-2253.

There are several other documents available at the Town website (www.townofislesboro.com/imb) that go into more detail about the IMB, the installation and the Internet service provided by the IMB.

- The Subscriber Agreement (“Agreement”) is a contract between you and the Town, and sets forth the terms and conditions that govern your access to the IMB high-speed fiber optic broadband network owned by the Town. The terms of the Agreement may be modified from time to time, and the current version of the Agreement will always be available online. By paying your subscriber fee and using the IMB service, you automatically agree to abide by the terms and conditions in the Agreement, which include:

- Paying the annual subscriber fee and any applicable installation fees, reconnection fees, and repair charges. If the annual subscriber fee is not paid by June 30 each year, your service will be disconnected.
- Understanding that the Town provides, maintains and owns all the fiber cables and “optical network terminal” or “ONT” that serve your property.
- Understanding that you are responsible for providing and maintaining your own equipment that is needed to access the Internet, including, but not limited to, inside wiring and outlets, powered electrical outlets, modems, computers, tablets and other personal electronic devices. The Town will not be responsible for your equipment.
- Understanding that you are responsible to prevent the distribution of the service beyond your premises by limiting access to Wi-Fi through password protection, encryption, or other similar means.
- Allowing the Town or its contractors to enter your premises to install, maintain, inspect, repair, or the Town’s equipment for as long as you are a subscriber of the IMB Internet service or remove it if you stop being a subscriber.
- Using the IMB Internet service in accordance with the IMB Acceptable Use Policy, which is available online at the Town’s website.
- Acceptable Use Policy – sets the boundaries of acceptable use and good neighbor behavior that applies to all subscribers and all users. Failure to abide by the policy could result in the termination of your service.
- Service Level Agreement – explains what the IMB Internet access is and what you can expect for services and support.
- Fee Schedule – sets out the fees and related fee policies.
- Getting Ready for Your IMB Installation – Sets out the details of the installation and what you must provide in advance of the installation team arriving.

Sincerely,

The IMB Committee

Premise Readiness Questionnaire

The Town Office needs several pieces of information to help plan your installation with the Waveguide team. Please return the answers to via email to IMB@townofislesboro.com or directly to the Town Office at Box 76, Islesboro, ME 04848.

The *Getting Ready* document at www.townofislesboro.com/imb has additional information.

ONT Type?

- Standard Interior ONT with Wi-Fi or...
- Exterior ONT to connect directly to my existing network wiring

Exterior Service?

- Aerial cable from the nearest pole to my premise exterior
- Some or all of my service cable is in buried conduits

If Yes, Conduit Readiness?

- My conduit runs are ready with unobstructed space and a pull cord.
- My conduit runs are ready with space and a pull cord but I have *drip stops* and my contractor must pull the final leg to the premise.

Location of the Interior ONT?

- My interior ONT with Wi-Fi is within 10-15' of where the exterior drop cable and clamshell will be located and there is a working 110v Power Receptacle within 8-10' of the ONT location
- My interior ONT with Wi-Fi is NOT within 10-15' of where the exterior clamshell will be located - a cable is needed to reach my desired Interior ONT location. I will ask my contractor to install this cable prior to the Waveguide team finishing the installation.