

A Reminder for All

The IMB Fiber optic structure is still under construction.

There will be bumps and learning curves as we all become familiar with the equipment and for all involved to become comfortable with the escalation process for reporting issues.

Please be patient during this phase.

In the meantime, if you have a problem here is the procedure to report it:

- **Has your internet service been activated and stopped working?**
 - **Call GWI @ 1-866-494-2020.**
 - Be sure to state your name AND your physical address to the Support Person on the line so they can correctly report your issue.

If you have already called and your service has not been restored or failed again, call back and feel free to ask to speak to a manager.

- **Has your equipment been partially or fully installed, but has not been activated? Or, are you still waiting for ANY portion of the install?**
 - Don't worry they have not forgotten you.
 - At some point you will get a phone call from Waveguide to schedule an install/activation. Be sure to answer unfamiliar calls, especially with a (603) area code as this may be Waveguide trying to get in touch with you. If they cannot reach you they will try the email on file for you (if you provided one).

Your caretakers/contact persons need to be made aware to answer these calls/emails as well.

- **Did someone call you to schedule an install and have not shown up at the designated time, or you need to make other arrangements?**
 - Call the number provided to you when you spoke with them to arrange the visit.
- **Am I on the list?**
 - If you returned all your paperwork and paid the subscription fee, you are on "the list".

WHAT ABOUT THE PHONE SERVICE?

If you plan on using the GWI phone service, call them to let them know and give them your information. There are a few questions they will need answered and some paperwork to fill out so that you can keep your current phone number.

Call GWI @ 1-207-560-0438

At this time the focus is on installing internet service. As more people sign up for the phone plan, those activations may be able to take place at or near the same time. Currently there are customers with internet but no phone, the plan is to revisit those people to port their phone numbers to the new system. **DO NOT CANCEL YOUR FAIRPOINT PHONE SERVICE UNTIL THE NEW SERVICE IS UP AND GOING!** There is no way to guarantee you'll keep your old number if you cancel beforehand.

WHAT CAN/IS THE TOWN OFFICE DOING DURING THIS INSTALLATION PHASE?

- We have gathered all the information from homeowners/caretakers and compiled a master database that Waveguide and GWI are utilizing for the installations and GWI will continue to use for customer service and phone plan billing.
- We have collected your information and subscription fees and made these notations in the Master List so installation crews and GWI are aware that you are **READY** for installation. If we have not received your paperwork or you have not paid your subscriber fees, you will not be included in the construction phase and will have to wait for your installation with added installation fees.
- When possible the Town Office will try to post emails and/or Facebook alerts if sections of service need to be taken down for repairs.

What we cannot do at the town office is schedule your installations/activations or put you higher up on the list. We also do not know when/where the crews are currently installing. We realize this is frustrating, it is for us too, but we all have to have some patience.

WILL I BE REIMBURSED IF MY INTERNET IS NOT TURNED ON YET?

- The Town will deduct \$30.00 from the next billing cycle for each month after January 1, 2018 that you do not have internet.

HOW CAN I HELP THE INSTALLATION PROCESS PROCEED SMOOTHLY?

1. Make sure your conduit (if needed) has a pull string installed. This should have been ready long before now.
2. Make sure the area where the inside ONT is going to be placed is ready, extra-cable installed if necessary, and if your wall is not able to have equipment securely attached (i.e. concrete, or plaster) a 2' x 2' plywood board should be placed ahead of installation day.
3. **PLEASE, PLEASE, PLEASE** make sure the area where the installers need to work is accessible to them. If the installation crew needs to wait for you to clean out the corner or closet or if they have to reconfigure where the equipment will go, it will set them behind on the next install on their list.

Lastly, let's all remember this is a transition time. If things are working, great! If there is some down time, just be patient and report your issues to the appropriate person(s). Once we are all up and running smoothly we will have the fastest internet available!

Thank you,

The IMB Team