

Islesboro Municipal Broadband – Subscriber Service Level Agreement

This document sets out what IMB Subscriber's receive and can expect for service and support from the IMB Broadband Internet Services. The Town or the IMB may modify it from time to time.

IMB Internet Connectivity

The IMB provides residential and business Subscribers with a symmetrical 1-gigabit Internet Access service to the Subscriber's Optical Network Terminal electronics 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 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 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 make every effort to post abnormal system status to the Town of Islesboro Facebook page and/or the Town email contact list or the Town website. For example, an outage affecting more than one subscriber. In addition the Telephone Service Center will always know the IMB operational status.

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 be immediately dispatched to assess the situation. Restoration of multi-subscriber outages is their first priority.
- 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

IMB and GWI believe that all subscribers should have some form of backup power for their ONT so that Internet and phone service can continue in the event of a power outage. The IMB central office has a battery backup for 24 hours plus a generator. IMB will install an Uninterruptable Power Supply or UPS with a battery at no charge during installation. However if you don't want or need the UPS it is not required.

The batteries in the IMB UPS can and will need replacement from time to time. The UPS notifies you when this happens just like your typical smoke detector. The subscriber can easily replace their batteries. They are available for a nominal fee at the Town Office and, in many cases, online or at retail stores.

For subscribers who turn off their power for the winter, they need to disconnect their UPS battery and store it like other batteries so that it does not freeze.

Moving or Relocating the Subscriber Optical Network Terminal

Subscribers should not move or relocate the IMB or 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

Islesboro property owners can request a new or additional installation by contacting the Town Office. The IMB person 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 advise you of any pre-installation get-ready issues that need to be taken care of. If you agree to this estimate then you sign a Subscriber Agreement and pay the installation estimate plus any pro-rated yearly subscriber fee. The Town Office or GWI 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. If for some reason the installation can't be completed in the estimated time, you will be given a refund reflecting the undone work.

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.

Subscriber Privacy and Open Internet Access

The IMB and GWI believe that what one does on the Internet is their own business and that all Internet content should be available on an equal footing. The IMB and GWI do not track subscriber's usage, except to monitor connectivity, test, repair or detect capacity issues. However, if compelled by any Federal, State or municipal law to do so, or in the event of a lawful warrant for such data, IMB and GWI will fully comply with law enforcement.

For parents with school-aged children, you have a special responsibility to limit your child's access to an open Internet environment. You can and should set parental filters on your devices.

Contacting the IMB & Town Office

The Town Office phone number is: (207) 734-2253

Mailing address is: PO Box 76, Islesboro, ME 04848

Physical Address is: 150 Main Road, Islesboro, ME 04848