

Islesboro Municipal Broadband - Fee Schedule - Updated July 2021

| Fee | Cost | Associated Policies |
|--|--|---|
| Subscriber Fee | \$370 per year | <ul style="list-style-type: none"> • Invoiced by & payable in June at Town Office • Active IMB Service Subscriber July 1 - June 30th • Not refundable, but a new Subscriber can assume the remaining service at the same premises by signing new subscriber agreement • Service can be distributed to adjacent properties under the same ownership, but equipment to do the distribution is the Subscriber's responsibility. • Prorated (inclusive of current month) for reconnection or new Installation • Construction phase signed-up subscribers pay a flat \$180 for the period from light up thru June 30th, 2018. A credit will be given if service is not active by Jan 1. |
| Installation of Subscriber Service | Labor & Materials plus Prorated Yearly Fee. | <ul style="list-style-type: none"> • Actual labor and materials assuming premises is ready. Estimated, approved and paid in advance. Refundable if Service can't be delivered as estimated • Prorated Subscriber Fee for current month thru June • Subscriber responsible for getting property ready. |
| Late Payment Fee | \$30 or \$1/day whichever is greater | <ul style="list-style-type: none"> • Applies to fees for support, service, repairs, damage, etc. |
| Disconnection | No Charge | <ul style="list-style-type: none"> • Disconnection will occur immediately: <ul style="list-style-type: none"> • Fees not paid within 60 days of billing. • Violation of Subscriber or Acceptable Use Agreements • IMB may retrieve subscriber's ONT and power supply |
| Reconnect (Prior to retrieval of ONT) | \$50 Reconnect Charge + Late Payment Fees + Prorated Yearly Fee + Other Outstanding Fees, if any | <ul style="list-style-type: none"> • Paid in advance to schedule reconnection • IMB Equipment Damage Fee policy may apply • Prorated Subscriber Fee for current month thru June |
| Reconnect (After retrieval of ONT) | \$250 Reconnect Charge + Late Payment Fees + Prorated Yearly Fee + Other Outstanding Fees, if any | <ul style="list-style-type: none"> • Paid in advance to schedule reconnection • Includes Technician on-site visit to restore service • IMB Equipment Damage Fee policy may apply • Prorated Subscriber Fee for current month thru June |
| 24x7 Telephone & Email Support | No Charge | |
| On-Island Technician On-site Service to repair IMB Service to good working order during Business Hours Monday-Friday 9AM-6PM | No Charge for Labor and Materials | <ul style="list-style-type: none"> • Note that the subscriber may be responsible for repairs if due to intentional damage, |
| On-Island Technician On-site Service to repair IMB Service to good working order in off hours | Charge will be the difference in business hours labor charges v. off-hours labor charges. | <ul style="list-style-type: none"> • Subscriber appraised of additional base cost for service at scheduling time • Note that the subscriber may be responsible for repairs if due to intentional damage, |
| Subscriber-Requested OIC Serviced | Labor and Materials | <ul style="list-style-type: none"> • Written Estimate signed by Subscriber prior to work commencing. |
| IMB Equipment Damage | Labor and Materials | <ul style="list-style-type: none"> • Damage to IMB Equipment due to Subscriber or other person's negligence, etc. • IMB & Town reserves the right to make damage claims in the event damage due to auto accidents, etc. |