

TOWN OF NEW ASHFORD

188 Mallery Road

New Ashford, Massachusetts 01237

Town Office: 413.458.5461 <http://NewAshford-ma.us>

Detailed Service Drop and Installation Policy (Revision: 2019-02-12)

The New Ashford Municipal Light Plant Department, a Municipal Light Plant and a department of the Town of New Ashford, further referred to as New Ashford MLP, is constructing a fiber optic network in order to provide Internet and telephone service. In order to maximize the opportunity for townspeople to take service, New Ashford MLP anticipates offering subsidies for installation costs, including connecting to the exterior of the home and installing wiring and equipment inside the home. See the images on the next page for examples of the equipment.

NOTE: This policy is subject to change based on the Data Usage.

Definitions

See definitions at end of document.

Deadlines

Deadline Description	Deadline Date
Network extension notification deadline	3/31/2019
Network extension request deadline	3/31/2019
Service drop request deadline	3/31/2019
Internet service request deadline	3/31/2019

Policy Details

1. In most cases, a service drop will consist of a single fiber cable connected at one end to a Multi-port Service Terminal (MST) located along the aerial distribution fiber and connected at the other end to a Network Interface Device (NID), normally attached to the outside wall of the premises. The service facilities will continue inside the premises by means of an optical jumper cable that connects the NID to an Optical Network Terminal (ONT) device, normally located in the basement of the premises. The ONT will typically be connected to a router located on the first floor of the premises. The router will be supplied either by the subscriber or the Internet Service Provider (ISP), which is Whip City Fiber (WCF), an operating affiliate of Westfield Gas + Electric, a municipal utility. New Ashford MLP recommends use of the router provided by the ISP as this will enable the ISP to remotely troubleshoot the service and to resolve most service issues without a costly visit to the home.
2. To request a residential service drop, a New Ashford homeowner must submit a signed Property Access Form granting New Ashford MLP or its representatives permission to come onto the homeowner's property to survey existing conditions and install the service drop. Service drops may only be connected to existing structures such as houses or studio/offices.
3. New Ashford MLP will pay for amounts charged by utility companies to make poles ready on private property, where such poles have been deemed by New Ashford MLP during the network design process to provide the most cost-effective path to the premises.
4. **Network Extensions:** New Ashford MLP has identified premises that will require network extensions onto private property, and will attempt to contact these property owners by telephone and certified mail **by the network extension notification deadline**. For homeowners served by such network extensions who submit a Property Access Form **by the network extension request deadline**, New Ashford MLP will include the network extension in its network build plans and pay the costs of constructing the network extensions, including installation of steel support cable and brackets, distribution fiber

cable, and a multi-port service terminal (MST). Customers requiring network extensions who do not meet this deadline ***will not be included*** in the 2019 New Ashford MLP network build out. If any such homeowners decide at a later date to request service, they will be responsible for 100% of the construction costs of bringing fiber from the public way to their premises, and such work will have to be approved and scheduled by New Ashford MLP as part of a future distribution network expansion.

5. The Town of New Ashford will only cover residences and businesses that are currently served (or can be served) by existing wired utilities.
6. **Exterior Drop Costs:** For homeowners who submit a Property Access Form **by the service drop request deadline**, New Ashford will pay for 100% of exterior service drop cost per residential-occupied Assessors' record tax parcel for the least expensive path from the nearest MST to the premises, including installation of fiber optic drop cable and attachment of a network interface device (NID) on the exterior of each dwelling for which service is requested. Homeowners will be responsible for any drop costs in excess of this per-parcel amount. Homeowners will also be responsible for any incremental costs incurred by requesting a more expensive path or a path other than that recommended by New Ashford MLP (e.g., underground path where aerial service is possible and would be less expensive). Homeowners requesting service after the service drop request deadline will be responsible for all drop costs from the MST to the NID.
7. **Town Roads:** Any work that requires disruption to Town road surfaces will require approval from the New Ashford Board of Selectmen.
8. **Multiple Drops:** Request for a second drop to the same address also requires a subscription for New Ashford MLP Service. Each request must be approved by the New Ashford Municipal Light Plant Board. If approved, the entire installation costs of a second drop and inside install shall be the responsibility of the Homeowner.
9. **Interior Installation Cost:** For customers who formally sign up for Internet service with a deposit **by the Internet service request deadline**, New Ashford MLP will pay for the basic installation costs from the NID through the router for the least expensive path and location. Customers who are not the owners of the premises must show proof of prior approval from the property owner. Customers will be responsible for any costs in excess of this amount and will be responsible for any incremental costs for installations other than a basic installation. Customers requesting service after this date will be responsible for all interior installation costs. Basic installation includes:
 - a. Installation of optical jumper from NID to ONT in basement, up to 50 feet in length.
 - b. Installation of CAT6 wire from ONT to first floor, up to 50 feet in length.
 - c. Installation of CAT6 wall-plate.
 - d. Installation of router and WiFi setup (provided by WCF).
 - e. Customer to provide 110 Volt AC electrical outlets at ONT and Router locations.
 - f. Customer to provide any desired battery backup (UPS) at ONT and Router locations.
 - g. Customer responsible for any additional wiring and for interface with other devices.
10. **New Construction:** Customers requesting service to new premises constructed after the above dates will be responsible for all applicable costs, including the portion of any pole make-ready and network extensions on private property and the full amount of any drops and interior installations. Customers will also be responsible for paying any administrative costs for overseeing pole applications with utility pole owners and/or to provide cost estimates for the exterior or interior work. New Ashford MLP advises home builders to include costs to connect to New Ashford's MLP network in their home building plans.
11. **Non-Subscribing:** New Ashford residents who do not wish currently to subscribe to and initiate internet access service may nevertheless still have a service drop installed up to and including the NID, but not including the above-described inside facilities. It will be advantageous for residents in this category to arrange for service drop installation at this time, because the cost of installation as part of initial network construction is anticipated to be less than the cost of an individual installation if sought by application made after the Service Drop Request Deadline. As in the case of New Ashford residents who subscribe to New Ashford MLP service, the New Ashford MLP will pay the material costs of the service drop cable, the NID and labor costs of the drop (from the MST to the NID) if the drop is applied for prior to the Service Drop Request Deadline.

12. For Service Drops sought by application made prior to the Service Drop Request Deadline, Service Drop labor costs are as follows:
 - a. All Aerial-only Service Drops will be provided at no cost to the homeowner. The Customer Service Representative (CSR) from Whip City Fiber will advise the homeowner and schedule the Drop.
 - b. For Service Drops requiring an underground component, installation will be provided at no cost to the homeowner based on least cost from design plan.
 - c. The Customer is responsible for verifying suitability of existing conduit.
 - d. The New Ashford MLP will pay for the aerial support of all drop cables from the MST to the “take-off pole” where the drop cable leaves the distribution messenger strand.
13. All equipment exterior to the premises, including the NID, remains the property and responsibility of New Ashford MLP.
14. Interior customer premises wiring (fiber, CAT6 wire, and CAT6 Jack) becomes the property and responsibility of the customer.
15. Interior customer premises equipment provided by New Ashford MLP or the ISP (ONT and Router, respectively) remain the property and responsibility of New Ashford MLP or the ISP.

Important definitions:

New Ashford MLP = The Operating name for the Internet access service provided by the New Ashford Municipal Light Plant Department, in conjunction with Whip City Fiber and Westfield Gas + Electric.

New Ashford MLP Network = fiber optic network and hub connecting individual premises to the Internet.

Hub = central telecommunications shelter at 188 Mallery Rd New Ashford Ma, which brings together all of the Town’s fiber optic cables and houses electronics to connect them back to the Internet.

Distribution Network = fiber from the Hub which provides access.

Network Extension = an extension of the distribution network from the curb onto private property. This is required if poles on private property are more than 180 feet apart. It involves spanning the poles with a stranded steel support cable and attaching network distribution fiber cables to the support cable.

Customer Connect = connection from the distribution network at the “curb” through the inside installation of the premises. Includes drops and interior installation.

Service Drop or Drop = fiber optic cable from the distribution network at the “curb” to the outside of the premises.

Standard Drop = drop cable from the distribution network (MST) to the premises (NID) along the least-expensive path, up to a maximum allowed cost.

Interior Installation = fiber from the outside to the inside of the premises, interior wiring, installation and configuration of customer premises equipment.

MST = Multi-port Service Terminal. Device at the “curb” that allows drop fibers to be plugged into the distribution network.

NID = Network Interface Device. Device on exterior of premises that connects exterior drop fiber to an optical jumper.

Optical Jumper = interior fiber connection from the NID to the ONT.

ONT = Optical Network Terminal. Optical/electronic device inside premises that translates between the optical (light) connection on the fiber network and the electronic network connection needed by computers.

CAT6 = Category 6 Ethernet wiring connecting ONT to Router. CAT6 supports network connections up to 10Gbps within a premises, providing the ability for future network speed enhancements beyond 1Gbps.

Router = electronic device inside premises that allows multiple wired (“Ethernet”) and wireless (“WiFi”) computers and devices to be connected to the network.

Gbps = gigabits per second. A measure of the amount of data that can be transferred through a network connection in one second. 1Gbps is approximately 40 times faster than the fastest satellite Internet available in New Ashford, 100 times faster than 4G wireless, 300-500 times faster than DSL connections some New Ashford residents have through commercial service providers and 20,000 times faster than a typical dial-up connection.

For more details on service drops and subscriptions, and answers to other questions related to New Ashford MLP, please visit the FAQs, located at <https://www.whipcityfiber.com/New-Ashford/>