Broadband Implementation Committee

Public Meeting #2 of 3

12pm Municipal Office Complex

Irene Haines introduces the Committee and welcomes Entry Point Representative Nicole Banyai

Nicole presents PowerPoint

Questions Posed by the Audience: Questions are paraphrase where needed for brevity

Jim Francese: I have a .25 mile driveway, with some conduit, I've had problems with the power company, there are shallow lines. I've had the same issues with Comcast, there is some conduit, some with no conduit just buried 18 inches down, will you have access to that conduit? I don't want lines running through the trees causing greater expense because of tree management.

A: You are a special case. All of the details of installation will be discovered during the Engineering and Design phase.

JF: In addition I live on a shared driveway and I'm not sure my neighbor wants this.

A: Lines will run past every home and business, personal drops can be determined as interest increases. On a shared driveway the service will still be independent of your neighbor. They don't have to take it just because you have it.

JF: Can fiber run in the same conduit as electricity? It is pretty high voltage.

A: EntryPoint will find out.

Kathryn Denmead: I have 2 businesses at my home using about 2500(?) gigs per month. Are we reliant on ISPs joining our network if Frontier and Comcast feel emboldened to join?

A: Yes but we already have 7-8 ISPs that run on our network that want to participate, also local ISPs should be looked at and we would start with 2-3 ISPs as this is a rolling implementation process. The ISP s will evolve as time moves forward.

KD: We have 2 buildings on our property, we've been trying to get a 2nd service line from Comcast to the 2nd building for 8 years. Can this new network give us two lines?

A: Yes, but you may not need that. 1 dedicated service line will offer more power than the service you currently have. Bruce answered that running a CAT5 or trenching a cable to that second building.

KD: The issue is the distance. Right now I have 4-5 Google wifi extenders to get service out there.

A: Bruce answered that CAT5 will offer enough bandwidth. This can be microtrenched. Fiber will achieve the bandwidth and with open access that line that runs to the shop can have it's own ISP for billing.

KD: Who is responsible for repairs if a tree takes out the lines?

A: The poles and electricity will be managed by Eversource, the fiber cables are stronger and more resilient than electric lines and usually don't break or don't break as often. This will be addressed as well in the FAQ page on the website. Maintenance and Operations subcontractors will handle the lines as needed. The VBG box can operate on an external battery, purchased separately, or on a generator if the power goes out. You can also get a new VBG box if needed from Maintenance and Operations, which will then be configured to your home or business. All of this, exclusive of the additional battery or generator is included in the estimated $70-75 per month fee.

KD: This is a technology question. Cities that go google fi (?) often go with municipal wifi. Is that something that can be done here for dead spots, since we're running fiber everywhere will there be wifi for public use?

A: This will be designed in the Engineering and Design phase. Ultimately having access to wifi in parks and open spaces and dead spots can be addressed.

KD: What is the timing of this?

A: With enough interest we can move on to the next phase of funding and the engineering and design by next spring or summer and 18-24 months for the build out to start.

Jim Francese: Does the network need to be fully installed before people can be hooked up?

A: No

And the figure out who gets it first, unserved, those using dial-up, that's where the BEAD money goes first. Maybe the business areas are next or the area with the greatest interest level? This will be determined in the Engineering and Design phase.

Audience Member: Where does it come from?

A: Not sure yet. Engineering and Design will determine the most appropriate location. Right now the Municipal Office Complex and the schools have a fiber network, maybe that is where we come from.

Irene says that we are on target and ahead of the curve on this planning. Our survey showed an enormous amount of interest(approximately 400-500). We are just in the beginning of the 4-6 month educational period, our goal is to get a 60% take rate (approximately 2000), right now we have 275 people who have signed up as "interested" on the website. The estimated rates we are showing are not teaser rates. Our rates will only go down with more subscribers.

Jim Francese: Comcast penalizes customers for breaking bundles and you end up paying more. How do you get TV, local news?

A: Youtube TV, internet TV

JM: But you still pay for the other cable TV?

A: Yes, if you keep it. You can get Netflix and HULU and you pay for those separately from your internet plan now, that stays the same. If you chose to keep cable TV, you pay for that in addition to the fiber service for internet. You can still have both. VOIP telephone is available over fiber internet.