TOWN OF PETERBOROUGH BROADBAND EXPANSION PROJECT

WARRANT ARTICLE 8, TOWN MEETING MAY 11, 2021

FREQUENTLY ASKED QUESTIONS

Q: WHAT IS THE SCOPE OF THE PROJECT?

A: The Peterborough Select Board has elected to proceed with a public/private partnership with Consolidated Communications Inc., (CCI) to bring broadband internet access to all unserved and underserved homes and businesses in Peterborough. The definition of an unserved or underserved premises is one that cannot achieve the FCC minimum download and upload speeds of 25/3 Mbps.

Q: HOW WILL THE PROJECT BE PAID FOR?

A: If approved by Town Meeting on May 11, 2021, the Town and CCI will enter into a contract to design and implement the project as proposed for $262,288 (See proposal.) New subscribers will be charged an Infrastructure Recovery Fee of $8.50 per month which will be added to the cost of the fiber internet service. These funds will be used to reimburse the Town for its initial investment in the project.

Q: WILL THE EXPANDED SERVICE BE AVAILABLE TO ALL AREAS OF PETERBOROUGH?

A: Yes, CCI has committed to a town-wide buildout of fiber where DSL service already exists and expanding to all addresses in Town.

Q: WHY DID THE TOWN CHOOSE THE PROPOSAL FROM CONSOLIDATED COMMUNICATIONS FOR THIS PROJECT?

A: There were several reasons the Select Board chose this project:

- CCI's regional business plan and extensive investment in wiring the Southern NH region.
- CCI's proven track record in Chesterfield, Dublin, and Rindge, and the fact that many other towns in our region have also recently selected CCI's new Fiber to the Premises technology.
- Advantageous service levels and consumer pricing.
- The financial investment CCI is committing to the town wide project when only 20% of our addresses are unserved or underserved.

Q: IF I AM CURRENTLY A CUSTOMER OF A DIFFERENT PROVIDER, CAN I SWITCH?

A: Subject to the terms of your contract with your current provider, yes, once service to the entire town is available, all addresses will be able to subscribe to the new service.

Q: WHAT DOWNLOAD/UPLOAD SPEEDS WILL BE AVAILABLE AND HOW MUCH WILL THEY COST?

A:

Monthly Cost*	50Mbps/50Mbps	250Mbps/250Mbps	1Gbps/1Gbps
Fiber Internet Service	$35.00	$60.00	$70.00
Infrastructure Build Recovery Fee	$8.50	$8.50	$8.50
TOTAL	**$43.50**	**$68.50**	**$78.50**

*prior to fees and taxes

Q: HOW DO I SIGN UP FOR SERVICE?

A: Once the contract has been signed and the project plan is in place, CCI will provide a link whereby residents can pre-register for service. The Town will make this link available on its website.

Q: WILL UNDERSERVED OR UNSERVED AREAS OF TOWN BE GIVEN PRIORITY?

A: The town has stressed the need for CCI to make every effort to prioritize areas that are unserved or underserved. We recognize, however, that some areas may be more easily wired based on existing poles, proximity to areas in other towns previously wired, etc.

Q: HOW WILL THE TOWN MANAGE THE PROJECT AND HOLD CCI ACCOUNTABLE?

A: The Community and Economic Development Coordinator will meet regularly with representatives of CCI to review the project plan and its progress, and to discuss any concerns from the community. Regular updates will be available on the Broadband project page of the Town's website.

Q: WILL THERE BE A DATA CAP ON MY FIBER CONNECTION?

A. No, there will be no limit to the amount of data transferred over your fiber connection. The only limit will be on the speed of the connection based on the service level you purchase.

Q: HOW DOES THE FIBER TECHNOLOGY WORK?

A: Fiber-optic Internet produces faster data transfer speeds. Light pulses send data through a glass tube the size of a strand of hair. Fiber produces an extremely fast connection over extended distances versus a copper cable signal, which degrades over a longer distance. Fiber is capable of providing download and upload speeds of up to 1 Gig, whereas cable uploads may not be as fast as downloads.

Q: WHAT ARE THE BENEFITS OF A DEDICATED FIBER INTERNET CONNECTION?

A: The use of glass instead of copper-based technology makes fiber optic Internet less prone to outages and down time. Consolidated offers a dedicated fiber connection, meaning it is far less likely to be affected by service interruptions and it is not shared with neighbors. It provides consistent and complete coverage for home or small businesses.

Q: WHAT ARE THE BANDWIDTH EXPECTATIONS WITH FIBER?

A: DSL or cable Internet connections are typically shared across several different customers. Because of this, bandwidth can be compromised during peak times of heavy usage. Fiber Internet operates as a dedicated service being used only by the home or business for which it is established, negating much of that concern. That means fiber can accommodate more users and more devices at any given time at the service location.

Q: IF I HAVE OTHER QUESTIONS, WHO DO I CONTACT?

A: Karen Hatcher, Community and Economic Development Coordinator is the point person for this project. She may be reached at 603-924-8000 x106 or khatcher@peterboroughnh.gov.