



SERVICE TIERS & PRICING

FEBRUARY 15, 2023

All prices subject to applicable state and federal fees & taxes.

Internet Service Tiers & Pricing

Speed (Down/Up)	Service Level	Monthly Charge		Monthly Charge TNS Operating & Maintenance Charge	Data Limits/ Caps	Installation Price (Late or Reconnect Only ¹)
		Month-to- Month or 1-year contract	Monthly Charge w/ 2-year contract			
25/25	Best Effort	\$24.95	\$24.95	\$44.00	None	\$39.95
50/50	Best Effort	\$29.95	\$29.95	\$44.00	None	\$39.95
100/100	Best Effort	\$39.95	\$39.95	\$44.00	None	\$39.95
1G/100	Best Effort	\$49.95	\$49.95	\$44.00	None	\$39.95
100/100	Guaranteed	\$150.00	\$100.00	\$44.00	None	\$200.00
1G/1G	Guaranteed	\$1,000.00	\$800.00	\$44.00	None	\$200.00

¹ Installation is waived for initial subscribers. Installation price applies to new customers joining after the build or those who choose to reconnect after disconnection.

Phone Service & Pricing

Includes unlimited normal use calling in the continental United States (up to 1000 minutes per month). Phone service includes voicemail, 3-way calling, caller ID and call waiting. Business telephone services are also available.

Service	Month to Month Price	Monthly Charge w/ 1 or 2 year contract	TNS Operating & Maintenance Charge	Long Distance Rate per Minute (Standard International)	Installation Price (Late or Reconnect Only ¹)
Voice with Internet Bundle	\$19.95	\$19.95	n/a	\$0.02990	\$39.95
Voice Only	\$24.95	\$24.95	\$44.00	\$0.02990	\$39.95

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Additional Pricing

Equipment

TA 411 Micro ONT SFU + 1 POTS Port	\$108.00
TA SDX611 GPON SFU ONT 1GE NA	\$108.00
TA SDX601QV GPON SFU + 1 POTS Port	\$133.00
SRG 834-5 Ethernet RG-NA	\$148.00
Indoor ONT Enclosure	\$ 32.00

XGS PON ONT and other options available upon request.

Installation

For those who subscribed while the network was being deployed, charges for the first standard installation on a parcel were waived. Charges associated with non-standard installations, for installations subsequent to the initial network construction period and/or in excess of the first installation per parcel are the responsibility of the customer.

- Base Installation \$430.00

Includes installation of ONT and router within the customer premise. Includes fiber jumper from NID to ONT, CAT 6e patch cable from ONT to Router. Standard installation includes up to 50' of cabling to NID.

- Labor per Hour Technician \$135.00

For additional services beyond standard installation as requested by property owner.

- MDU/Commercial installation QUOTE

Service Connections/Drop Construction

For service applications submitted subsequent to the initial construction period, the owner bears responsibility for the cost of connecting to the network. Similarly, the cost of any additional drops to a property are the responsibility of the property owner.



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Affordable Connectivity Program

Crocker will submit request to the FCC for entry into the ACP. If approved Crocker will inform customers on how to apply for ACP discounts. Customers may apply at: <https://www.affordableconnectivity.gov/>

Hospitality/Resale Pricing

A Hospitality option for businesses reselling internet to customers (such as hotels, marinas) will be priced as follows:

- A charge of \$100 per month for a resale fee.
- During the season (defined as when hospitality is open for customer business), hospitality will be charged a monthly fee of \$10 per room or if marina then \$10 per licensed boat slip.
- The \$10 monthly fees will be suspended when the facility is closed during the off-season (defined as when hospitality is not open for customer business).

Other Fees & Charges

Additional e-mail address	\$54 per year
Late Fee	TBD
Returned Payment	TBD
Interest on unpaid balances	Up to 18.00%
Equipment Return Charge	TBD



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IP Addresses

Static IP	\$ 5.00 per Month
IP4 – 4 Addresses	\$ 20.00 per Month
IP8 – 8 Addresses	\$ 30.00 per Month
IP16 – 16 Addresses	\$ 40.00 per Month
IP32 – 32 Addresses	\$ 60.00 per Month
IP64 – 64 Addresses	\$ 90.00 per Month
IP128 – 128 Addresses	\$128.00 per Month
IP256 – 256 Addresses	\$256.00 per Month

A Note About Future Services & Pricing Models

When identifying a partner to operate and provide service over the Town's network, it was important for the Town to retain a level of control and flexibility over pricing and service structures. Customers of the network have a variety of needs and the community may wish to distribute costs across service levels in a different manner. The Town, Crocker and Sertex may work together over the duration of the partnership to modify service offerings and pricing structures where appropriate in order to best reflect the priorities of the island community and the customer base. Some pricing was established by contract through the RFP process; other pricing (particularly the Town O&M charge) is set by the Town. Ongoing annual budgeting and rate setting for BroadbandBI will be a public process and community participation is encouraged.