

**ISLAND WIDE BROADBAND NETWORK
PRELIMINARY SERVICE TIERS & PRICING - UPDATED
JULY 27, 2020 FINANCIAL TOWN MEETING**

Internet Service Tiers & Pricing

Subscribers will be offered multiple internet speed tiers from 25Mbps to 1 Gbps for both upload and download. Higher speeds will be offered at the industry standard “best efforts” level and at a “guaranteed” level. In comparison, the highest on-island Verizon DSL speed is .768Mbps download and .128 upload. 4GLTE wireless broadband is capable of between 5 and 12 Mbps download and 2 to 5 Mbps upload. Note that there are no data usage limits or caps. Refer to the FAQ Guide for assistance with ‘What Internet Speed Will I Need?’.

Speed (Down/Up)	Service Level	Monthly Charge		Monthly Charge	Data Limits/ Caps	Installation Price (Late or Reconnect Only ¹)
		Month-to- Month or 1-year contract	Monthly Charge w/ 2-year contract	TNS Operating & Maintenance Charge		
25/25	Best Effort	\$24.95	\$24.95	\$32.00	None	\$39.95
50/50	Best Effort	\$29.95	\$29.95	\$32.00	None	\$39.95
100/100	Best Effort	\$39.95	\$39.95	\$32.00	None	\$39.95
1G/100	Best Effort	\$49.95	\$49.95	\$32.00	None	\$39.95
100/100	Guaranteed	\$150.00	\$100.00	\$32.00	None	\$200.00
1G/1G	Guaranteed	\$1,000.00	\$800.00	\$32.00	None	\$200.00

¹The Town is proposing to waive Installation for initial subscribers. Installation price would apply only to new customers joining after the build or those who choose to reconnect after disconnection.

- Subscribers who choose to may obtain a static IPv4 address and/or a static block of IPv6 address space for an additional charge.
- Hospitality Level pricing for those businesses reselling internet to customers (such as hotels) is also available with a revenue sharing component.

FCC Lifeline Program

FCC Lifeline support may be available for those that qualify, in the form of a reduced monthly service rate. Town participation in the FCC Lifeline program is a requirement if RDOF funding is received; the Town may wish to create a similar program even if it is not a federal requirement. Current understanding is that any subscriber that would qualify for free or reduced school lunch will qualify for Lifeline support.

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Phone Service & Pricing

Two types of phone service will be available on the network. A customer may choose to subscribe to landline phone services offered by Crocker, which include unlimited normal use calling in the continental United States (up to 1000 minutes per month) and can be used with existing phone jacks and landline phones. 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-year contract	Monthly Charge w/ 2-year contract*	Long Distance Rate per Minute (Standard International)	Installation Price (Late or Reconnect Only ¹)
Voice with Internet Bundle	\$19.95	\$19.95	\$19.95	\$0.02990	\$39.95
Voice Only	\$24.95	\$24.95	\$24.95	\$0.02990	\$39.95

¹The Town is proposing to waive Installation for initial subscribers. Installation price would apply only to new customers joining after the build or those who choose to reconnect after disconnection.

Alternatively, a customer may want to subscribe to a third-party internet phone service (VOIP) provider. There are many providers to choose from and the customer can typically use either a computer, mobile phone, or a landline phone, with an appropriate adapter sold separately. This type of phone service is not provided by Crocker and will simply use the Internet connection.

A Note About Alternate Service & 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, particularly around seasonal changes in use, and the community may wish to distribute costs across service levels in a different manner. The Town and Crocker can work together over the duration of the partnership to modify pricing structures to the extent reasonable in order to better reflect the priorities of the island community and the customer base.