

Goshen MLP Policies for the Initial Subscription Period

Initial Subscription period Information	
Deadline Descriptions	Deadline Dates
Exterior Service drop and Interior Installation with Internet Subscription deadline (customer installation subsidized through this period)	5/31/2022
Exterior Service drop without Internet Subscription request deadline (not subsidized by municipality but reduced installation cost to customer during this period)	5/31/2022

- Subsidies outlined in this policy are guaranteed only for requests received prior to the initial subscription period deadlines indicated above.** This includes subsidies for network extensions, standard service drops, and basic interior installation costs as described in #7 below. Subsidies are available only for existing completed structures such as houses, studios, offices, businesses. Requests after the **initial subscription period deadlines** will result in a delay in the requestor's installation and will require the homeowner to cover all installation costs. Any requested services beyond standard installations are born by the service requestor.
- Requesting Exterior Service Drop with Interior Installation and Internet Service.** To request residential exterior and interior installation, a Goshen resident must sign up for Internet service through the Goshen MLP/WCF website and agree to all terms and conditions. Installations may be made only in existing completed structures such as houses or studios/offices.
- Goshen MLP will pay for existing utility pole make-ready prior to network light up.** This includes amounts charged by utility companies to make utility company poles ready on private property, where such poles have been deemed by Goshen MLP during the network design process to provide the most cost-effective path to the premise. Any costs for make ready work on privately owned utility poles is the responsibility of the owner.
- Goshen MLP will pay for Network Extensions.** Goshen MLP will identify premises that require extensions of the fiber distribution network onto private land. For homeowners served by such network extensions who submitted a Property Access Form by the **initial subscription period deadlines**, Goshen MLP will include the network extension in its network build plans and pay the costs of constructing the network extensions. Customers requiring network extensions who did not meet the **initial subscription period deadlines** will not be included in the Goshen MLP network build out. ***These are firm deadlines.*** If any such homeowners decide at a later date to request service, they will be responsible for all of the construction costs of bringing fiber from the public way to their premise, subject to available town broadband capital project funding. Such work will have to be approved and scheduled by Goshen MLP as part of a future distribution network **expansion** project, and this may require the homeowner to wait one year or more.

5. **Requesting an Exterior Service Drop without Interior Installation and Internet Service.** To request a residential service drop without Internet or VOIP service (also called a “cold drop”), a Goshen homeowner must grant Goshen MLP or its representatives permission to come onto the homeowner’s property to survey existing conditions and to install the service drop. This permission may be granted through the Goshen MLP/WCF website or by submitting a signed Property Access Form. Cold drops may only be requested for existing completed structures such as houses or studios/offices. While it is not necessary to sign-up for an Internet subscription, cold drops will have a lower priority for completion than requests from customers subscribing to Internet service. The cost of a “cold drop” is born entirely by the customer and will not be subsidized by the Municipal Light Plant or the town.

6. **Goshen MLP will pay for designed Exterior Service Drop Costs (aka “drop costs”).** Drop costs include the cost of installing fiber optic drop cable along a path designed by Goshen MLP from the nearest multiport service terminal (MST) to a network interface device (NID) attached on the exterior of each premise. Goshen MLP’s designed paths use the access methods of existing utilities at each premise (i.e., aerial or underground). Homeowners will be responsible for any incremental costs incurred if they request a installation connection path other than that currently being used by the premise during the **initial subscription period deadlines** (e.g., current connections are aerial but homeowner wants underground. Homeowner will be responsible for all additional costs for changing their connection method.). **Homeowners will be responsible for all exterior service drop costs if they request a drop after the after the initial subscription period deadline.**
 - a. Installation subsidy during the initial subscription period will be up to \$4000.00 based on the specifications in the paragraph above. A six-month initial service subscription commitment is required to qualify for the subsidy.
 - b. Installation subsidies are only available for existing and active utility company electric service metered connections during the initial subscription period deadlines.
 - c. Initially, during the initial subscription period there will only be one internet service level that provides 1 gigabit of bandwidth. Bandwidth requirements and monthly charges will be adjusted in the future based on bandwidth usage saturation and increased customer needs. Assessments of excess ongoing customer usage may result in varied pricing scenarios being implemented.
 - d. There will ***not*** be an initial activation fee to a customer who signs up for internet service during the initial subscription period.
 - e. During the initial subscription period all entities that pay property tax to the Municipality are eligible to receive an installation cost subsidy to connect from the distribution network to the customer premise.
 - f. All entities that do ***NOT*** pay property tax to the Municipality will NOT receive an installation cost subsidy to connect from the distribution network to the customer’s premise.

7. **Goshen MLP will pay for basic Interior Residential Installation Costs.** This includes the costs for:
 - 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 110VAC 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.

Customers must sign up for Internet service to schedule an Interior Installation. Customers must pay a \$150.00 missed appointment charge for scheduled installation. Customers who are not the owners of the premise must receive prior approval from the property owner. Customers will be responsible for any incremental costs for installations other than the above- defined basic installation. **Customers not meeting the deadlines will be responsible for all basic interior installation costs if they request installation after the initial subscription period deadlines.**

8. **Customers are responsible for all costs for New Home Construction:** Customers requesting service to new premises constructed after the **after the initial subscription period deadline** 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 cost estimates for the exterior or interior work. Goshen MLP advises homebuilders to include costs to connect to Goshen's broadband network in their home building plans.

9. **There will NOT be an installation subsidy after the initial subscription period. Each new subscriber will be responsible for paying the full cost of installation.**

10. **Temporary Service Suspension:**

- a. Customers are allowed to temporarily suspend internet service, which means they can request (via Whip City Fiber customer service) that their internet service be shut off, while maintaining an active account within the following provisions:
 1. You may **NOT** temporarily suspend for less than 91 days.
 2. You may temporarily suspend for a period from 91 through 180 days and you will be charged a \$150.00 reconnect charge.
 3. You cannot temporarily suspend for more than 180 contiguous days.
- b. If a suspended customer does not reinstate their service within 180 days of the suspension date, their account will be deactivated & WG&E may collect the router.
- c. WG&E will continue to service customer's suspended account, including sending bills, collecting and disbursing funds, etc.
- d. Customers are **not** allowed by the Ooma phone service provider to temporarily suspend phone service if they wish to keep their phone number. Customers may choose to be charged \$14.99 (plus taxes and fees) to keep their phone number. Customers can take their phone equipment and connect, via the internet, from another location in the US, while they are away, and use that phone number. If you wish to keep your Ooma phone working while internet is suspended you will be charged \$59.95 per month (plus taxes and fees).

11. **Reactivated Customer Accounts:**

- a. If a deactivated customer requests their account to be reinstated, it shall be treated as a reactivation, and they shall be charged the \$200 dollar reactivation fee.

12. **Monthly internet service subscription cost** to the customer will be as follows:

- a. \$85 for each residential monthly non commercial subscriber connection (subject to bandwidth usage assessments and town MLP discretion)
- b. \$105 for each commercial user (with 1 through 5 users at one account location) subject to increased bandwidth usage assessments and town MLP discretion

- c. \$120 for each commercial user (with 6 through 10 users at one account location) subject to increased bandwidth usage assessments and town MLP discretion
 - d. \$150 for each commercial user (with 11 through 25 users at one account location) subject to increased bandwidth usage assessments and town MLP discretion
 - e. Custom monthly pricing determination for commercial users with more than 25 users at one account location and greater bandwidth requirements
 - f. The monthly cost for a static IP address is \$15.00
13. All fiber and equipment exterior to the premise, including the NID, remain the property and responsibility of Goshen MLP.
14. All Interior equipment provided by Goshen MLP or the ISP (the ONT and Router, respectively) remain the property and responsibility of Goshen MLP or the ISP.
15. Interior customer premise wiring (CAT6 wire and CAT6 wall-plate) installed at customer's premise becomes the property and responsibility of the customer.
16. Commercial connections (both for internet & VOIP systems) internal to a business building are contracted and handled by the business through their own third party vendors.
17. The customer/subscriber is responsible for maintaining all current operating system and other software patches, as well as active and current anti-virus software to maintain the integrity of all subscriber's systems. The Goshen MLP is not responsible for any customer hardware or software protection or maintenance.
18. **VOIP phone service** is available for residential installs (All commercial installs handled by a vendor of the business' choice. WG&E can recommend a company to do this work.):
- a. Pricing for the VOIP phone service is \$14.99 per month if the customer signs up for internet service. This pricing does NOT include fees or taxes.
 - b. Standalone VOIP phone service, without an internet service subscription, is available for or \$59.95 per month. This pricing does NOT include fees or taxes.
 - c. Either option above includes the following:
 - Keep your existing phone number
 - Call Blocking
 - Unlimited local & long distance calling (not international but includes Mexico & Canada)
 - Voicemail & Voicemail monitoring
 - Voicemail to email forwarding
 - Caller ID
 - Do Not Disturb
 - 3 way conferencing
 - Send to voicemail
 - Instant second line
19. All policies and pricing are subject to change by the MLP Board as determined to be in the best interest to promote the fiscal viability of the Municipal Light Plant and of the municipality. To this end, the intent is that revenue recouped beyond all MLP expenses will first go towards paying down the debt incurred to build and sustain the MLP.