



Office of the Board of Selectmen

TOWN OF LEYDEN

7 Brattleboro Road, Leyden, Massachusetts 01301

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Broadband Exterior Service Drop and Installation Policy

(Approved by Select Board May 18, 2020)

The Leyden Broadband Department, a Municipal Light Plant and a department of the Town of Leyden operating under the name Leyden Broadband, has adopted the following policy relative to service drops to the exterior of each home and the installation of Broadband equipment within subscribers' homes.

Leyden Broadband is building a 35-mile fiber optic network to the curb of 99% of the homes in town. The final connection from the curb to the home is the subject of this policy.

Leyden's network design was considered finalized as of 12/31/19. Any subsequent new residences not included in the 12/31/19 design will be responsible for their own drop and installation charges. Leyden Broadband reserves the right to refuse service to any dwelling if the cost to do so is prohibitive. This determination will be left to the sole discretion of the Leyden Broadband department.

Broadband installation from the curb is a two-step process. First, a strand of fiber optic wire must be *dropped* from the curb to a network interface device (NID) mounted on the exterior of each home. Secondly, for those who wish to subscribe to Broadband, the NID itself needs to be connected to an Optical Network Terminal (ONT) and router, both of which need to be *installed inside* each home.

All exterior service drops and interior installations will be done under the supervision of the Town's selected Internet Service Provider (ISP), Whip City Fiber (WCF), a subsidiary of Westfield Gas and Electric. WCF will handle all customer contact and problem resolution once the network is up and running.

DROP POLICY

As noted above, each house is eligible for a fiber connection/cable from the curb to the exterior of the house. Leyden Broadband will cover the entire cost of this exterior drop, aerial, or underground, for 99% of the homes in Leyden, regardless of whether the homeowner plans to subscribe to Broadband or not.

Exterior drops can only be made to existing occupied structures, such as houses or studios/offices that are currently serviced by utilities. Drops will follow the access methods of existing utilities at each premise (i.e. aerial or underground).

Requests for a second drop to the same address will require that at least one of the drops will subscribe to Internet service. The entire cost of a second drop and the inside installation shall be the responsibility of the homeowner.

All drops assume the most direct route to your home as determined by Leyden Broadband. Homeowners will be responsible for any incremental cost incurred by requesting a more expensive path or a path other than that recommended by Leyden Broadband (e.g. underground path where aerial service is possible and would be less expensive.)

Homeowners may sign up for a drop *without* interior installation or internet service (called a “cold drop”) but still have a future option to subscribe. Leyden Broadband will simply provide fiber from the curb to the outside of the premise without any interior installation or commitment to subscribe to Internet services. Leyden Broadband does recommend signing up for the cold drop, which will add resale value to the home even if the current homeowner does not want Internet service.

INSTALLATION POLICY:

For those wishing to subscribe to Internet and/or phone service, Leyden Broadband will offer a free one-time installation package that will cover everything needed to bring fiber optic cable from the home’s exterior NID to the home computer and/or mobile devices.

Installation includes an optical jumper cable connecting the NID to an Optical Network Terminal (ONT) device, normally located in the basement of the premise. Once installed, the ONT is then connected with up to 50 ft. of CAT 6 wire to a smart router located on the first floor of the premise. The router involved will be supplied either by WCF or the customer. Leyden Broadband recommends using the router provided by WCF as this will enable them to remotely troubleshoot and resolve most service issues without a costly visit to the home. All installation parts, labor and materials are included in this one-time free offer.

Installations may be made only in existing occupied structures such as houses or studio/offices that have electrical service and are currently serviced by existing utilities. It is the subscriber’s responsibility to have a functioning electrical outlet within 6 feet of both the ONT and the Router

locations. The subscriber is responsible for the cost of any additional wiring beyond 50 feet to connect to a smart router or to interface with other devices.

SIGNUP DEADLINE: AUGUST 28, 2020

All homeowners who request interior equipment installation and an Internet/phone subscription must sign up by **August 28, 2020**. Customers who are not the owners of the premise must present prior written approval from the property owner to Leyden Broadband prior to subscribing.

If a homeowner requests a cold drop without interior installation or Internet subscription, they must still sign up for the drop only by August 28, 2020. This signup will simply provide fiber from the curb to the outside of the premise without any commitment to subscribe to any Broadband services. Again, customers who are not the owners of the premise must present prior written approval from the property owner to Leyden Broadband prior to subscribing.

The town's website will have a link to the Leyden Broadband/WCF site where people may sign up for the service. It will contain information about the types of service and the costs.

Within the Terms and Conditions set forth by WCF, homeowners who subscribe to the service are agreeing to allow Leyden Broadband and/or Whip City Fiber installers to come onto the homeowner's property to survey existing conditions and to install the service drop and any final installation package requested.

Commercial customers, including nonprofit organizations, will be eligible for both the Drop and Installation programs. Their monthly subscriber rates will be the same as residential subscribers with the understanding that should their bandwidth usage exceed double that of the average residential user, a new subscriber rate will be set for their ongoing participation.

Homeowners who do not sign up for the Drop or Installation programs by **August 28, 2020** may do so at a future date, although at a significantly higher cost. The free drop and installation package currently being offered will no longer be available after the current signup deadline.

OTHER DROP AND INSTALLATION POLICIES

Equipment Ownership

All fiber and equipment exterior to the premise, including the NID, remain the property and responsibility of Leyden Broadband.

All interior equipment provided by Leyden Broadband or the ISP (the ONT and Router, respectively) remain the property and responsibility of Leyden Broadband or the ISP.

Interior customer premise wiring (CAT6 wire and CAT6 wall-plate) installed at customer's premise becomes the property and responsibility of the customer.

New Home Construction

Customers requesting service to new premises constructed after the network design finalization date of 12/31/19 will be responsible for all applicable costs, including the portion of any pole make-ready 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. Leyden Broadband advises homebuilders to include costs to connect to Leyden's broadband network in their home building plans.

IMPORTANT DEFINITIONS

BROADBAND A network of fiber optic cable capable of bringing high speed internet and/or phone to a subscribing household.

CAT6 Category 6 ethernet wiring connecting ONT to Router. CAT6 supports network connections up to 10 Gbps within a premise, providing the ability for future network speed enhancements beyond 1 Gbps.

COLD DROP An Exterior Service Drop that is installed without or prior to interior installation and Internet service.

CURB Fiber optic cable terminating either at your curb if your utilities are delivered underground or at the closest utility pole to your home if your delivery is aerial.

DISTRIBUTION NETWORK

Network fiber from the hub to the curb past every premise in town.

EXTERIOR DROP

Fiber optic cable from the distribution network at the curb to the outside of the premise. In most cases, a service drop will consist of a single fiber cable connected at one end to a Multiport Service Terminal (MST) located along the aerial distribution network and connected at the other end to a

Network Interface Device (NID), normally attached to the outside wall of the premise.

Gbps

Gigabits per second. A measure of the amount of data that can be transferred through a network connection in one second. 1 Gbps is approximately 40 times faster than the fastest satellite Internet available in Leyden, 100 times faster than 4G wireless, 300 -500 times faster than the Verizon DSL connections some Leyden residents have, and 20,000 times faster than a typical dial-up connection.

HUB

Central telecommunications shelter at 6 Brattleboro Road, which brings together all the town's fiber optic cables and houses electronics to connect them to the Internet.

INTERIOR INSTALLATION

Fiber from the outside to the inside of the premise, interior wiring, and the installation of an OLT and Router inside the customer's premise. This includes an optical jumper cable that connects the NID to an Optical Network Terminal (ONT) device, normally located in the basement of the premise. The ONT will typically be connected to a router located on the first floor of the premise.

MST

Multipoint Service Terminal. Device at the "Curb" that allows drop fibers to be plugged into the distribution network.

NID

Network Interface Device. Device on exterior of premise that connects exterior drop fiber to an optical jumper.

OPTICAL JUMPER CABLE

Fiber connecting the NID to the ONT.

ONT

Optical Network Terminal. Optical/electronic device inside premise that translates between the optical (light) connection on the fiber network and the electronic network connection needed by computers. This is the equivalent of a modem.

LEYDEN BROADBAND

The Town of Leyden's Broadband Department

LEYDEN BROADBAND NETWORK

The Town of Leyden's fiber optic network and hub connecting premises to the Internet.

ROUTER

Electronic device inside premise that allows multiple wired ("Ethernet") and wireless ("Wi-Fi") computers and devices to be connected to the network.

STANDARD DROP

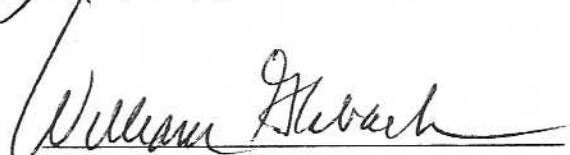
Drop cable from an MST on the distribution network to a NID on a premise along the recommended path designed by Leyden Broadband.


STANDARD INSTALLATION

It is the subscriber's responsibility to have a functioning electrical outlet within 6 feet of both the ONT and the Router locations. The subscriber is responsible for the cost of any additional wiring beyond 50 feet to connect to a smart router or to interface with other devices. Additional work will be performed on a time and material basis

VOTED AND APPROVED BY:


Jeffrey Neipp, Selectboard Chair


William Glabach, Selectman


Lance Fritz, Selectman