

DROP POLICY

Approved by Select Board 4/21/2021

1. **To request a service drop**, you must sign up using the Whip City Fiber website (www.whipcityfiber.com/becket) You will be contacted by a Customer Service Representative (CSR) from Whip City Fiber when your drop can be done and a consultation will be scheduled to discuss the installation. Someone over the age of 18 must be present in order to authorize the work.
 - a. **If your connection will be overhead**, the consultation and installation will usually be done the same day.
 - b. **If your connection will be underground**, the initial consultation will identify the underground pathway. A second appointment will be scheduled at which time the fiber will be installed but not connected. During the third visit, the fiber will be connected and the installation completed.
 - c. **There is no obligation to subscribe for service** until you agree to be connected after your consultation. If you agree to be connected to the Broadband Network, you will be asked to sign a document which authorizes our contractor to do the work. You will also be obligated to pay any excess of the cost of the connection over the available Town subsidy offered to you.
2. **The drop cost** will be based on the standard exterior and interior labor and materials necessary to provide service. The Town is providing a subsidy of up to \$2,000.00 for a standard installation drop.
 - a. The “standard installation” inside the house consists of the material and labor costs of the optical jumper cable that connects the NID to the ONT, the ONT and up to 50 feet of inside wiring to connect the ONT to the router and setting up WIFI access. It will also include the equipment for VOIP phone service, if that service is taken. The router and VOIP equipment are typically located on the first floor to have the strongest signal.
 - b. The “standard installation” on the exterior of the house will be either aerial or underground. Both will consist of a single fiber cable connected at one end to a Multiport Service Terminal (MST) located along the aerial distribution fiber and connected at the other end to a Network Interface Device (NID), normally attached to the outside wall of the subscriber’s House, close to the electrical service.
 - c. An underground installation [most likely] will require new or existing conduit through which the fiber will be run.
3. **The drop estimate**, if it exceeds the subsidy, will be provided to the homeowner. The Town will send an invoice to the homeowner for the estimated cost of any drop which is expected to exceed the Town’s subsidy. It will be the homeowner’s responsibility to make payment for that estimated excess before any work is done. After the drop is complete and service is available, a final bill will be provided to the homeowner, indicating whether an additional payment is required from the homeowner or if a refund to the homeowner is due.
4. **Non-standard installation work** will be the responsibility of homeowner. This could involve installing in-home ethernet cable to connect devices directly to the router rather than use the Wi-Fi signal. It may

also involve running wires for phone service if you plan to use the Ooma (VOIP) equipment. It is recommended that this work be done prior to the drop installation.

5. **Terminology**

MST – Multiport Service Terminal – provides multiple fiber ports for service drop connections.

NID – Network Interface Device – a junction box installed outdoors (typically) for conversion from outdoor to indoor drop cable.

ONT – Optical Network Terminal – transceiver device, typically located in the basement, that converts optical signals to electrical signals.

VOIP – Voice Over Internet Protocol – the process that allows phone service over the internet.