



*****ATTENTION ISLE AU HAUT COMMUNITY*****

BROADBAND PROJECT FAQ

Axiom, a Maine-based communications company with a history of serving rural communities, is collaborating with the Isle au Haut community to install a town-owned Fiber-to-the-Home Internet network. This community effort will result in fast, highly reliable internet service with “future proof” capacity at competitive rates.

Funding for the project has been granted by the Federal and State Government and the new broadband infrastructure will be owned by the town.

The two main parts of the project are to get broadband service from the mainland to the Island, and then to distribute that internet service to each home via a fiber-to-the-home network.

This guide provides answers to frequently asked questions about the project.

What do you need to know?

There is a one-time opportunity to sign up for broadband fiber installation Free of Charge during initial network construction.

**FOR FREE INSTALLATION OF HIGH SPEED INTERNET SERVICE
RESERVE STARTING JANUARY 6, 2022**

CALL Axiom at 207-271-2801

***A \$99 non-refundable deposit reserves your free installation
and is credited to your account for when service begins.***

What plans will be available and what is the pricing?

All contracts are available only on an annual basis. The consistent participation of annual service is important so that revenue can cover operating costs for our community owned system.

Payments can be made monthly or if you prefer to pay once a year there is a 15% discount. Pricing includes all fees and will be guaranteed for 3 years from the first time service becomes available on Isle au Haut.

Speed (download/upload)	Monthly Rate	Annual Rate (15% Discount)
50Mbps/50Mbps	\$64.99 per month	\$662.99 annual fee
100Mbps/100Mbps	\$79.99 per month	\$815.99 annual fee
250Mbps/250Mbps	\$99.99 per month	\$1,019.99 annual fee

What other services are available?

Service	Monthly Rate	Note
Wireless Router	\$7.50 per month	In order to have in home WiFi, you will need a router. This can be rented and maintained by Axiom or you can purchase/maintain your own router.
Phone	\$24.99 per month	Phone service is available via "VOIP," (Voice over Internet Protocol), and current phone numbers can be moved to this service.*

*You are *not* required to have Phone service to have internet service from Axiom. Note that there are lower cost or free ways to get voice service over your high-speed internet.

When will service be available?

The goal is to have service available by the end of 2023. Billing will not begin until you start service. Like any project on Isle au Haut, that schedule is subject to change based on a number of factors, including weather, barge availability, permitting at the state and federal level, lead time for materials, and coordinating logistics. ***Your \$99 deposit guarantees you a no-charge installation and credit towards your service account. It does not secure a specific date that service will become available.***



Do I have to take a service contract if I have fiber installed for free?

No, but we encourage you to take service since this project depends on community support. Subscription service revenue will help to cover basic expenses like maintaining and repairing the town-owned system and will help to keep rates as low as possible for the whole community. That said, you are not required to take service from Axiom.

Can I keep my current service if I prefer?

Yes. Contact your current provider for questions about pricing/services.

What if I am interested but can't afford this new service?

The [Affordable Connectivity Program](#) (ACP) is a FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more. The benefit provides a discount of up to \$30 per month toward internet service for eligible households.

The federal application to apply for this benefit can be accessed at: <https://www.affordableconnectivity.gov/> . Once you have approval for the program, contact Axiom to receive the discounted rate.

The National Digital Equity Center, a nonprofit based in Maine, offers a free online class that explains the ACP program, how to qualify for it and how to submit an application:

https://digitalequitycenter.org/classes/class_category/applying-for-the-affordable-connectivity-program/

Can I wait to sign up for fiber installation if I am not sure that I want it?

Yes, but then you will be responsible for the full cost of installation including labor and equipment.

Important to Note: There is a ONE-TIME opportunity to sign up for broadband fiber installation Free of Charge during the initial construction of the network.

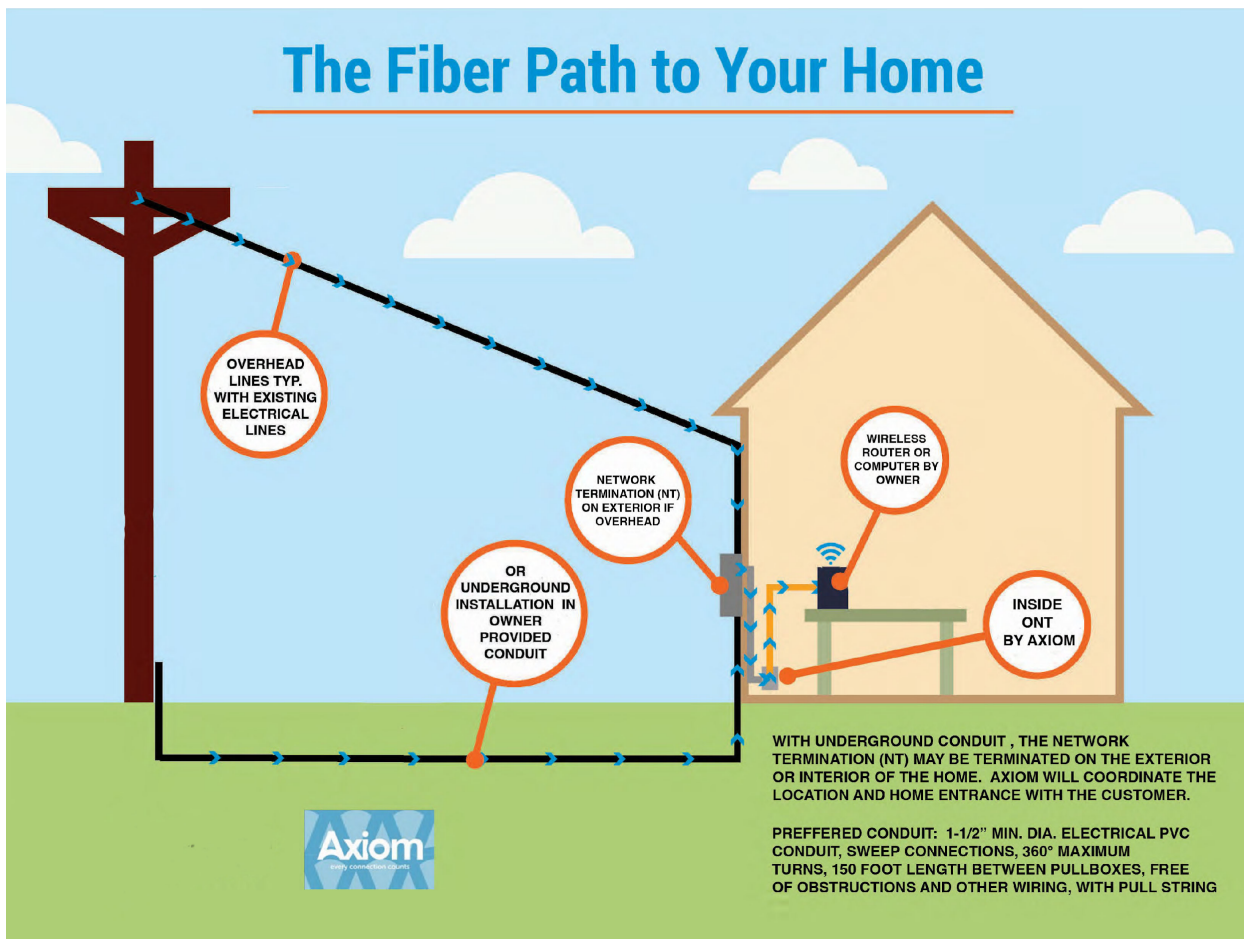
Free of Charge installation is only available during construction of the network because it is covered by the grant. The homeowner will be responsible for the full cost of installation after the deadline which may cost several hundred dollars including transportation, labor and materials.

We strongly encourage taking service during the initial deployment period to ensure connectivity at your location, to avoid future high installation costs and to add property value.

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connectwithaxiom.com

How does fiber get to my home?

The \$99 dollar deposit will confirm permission for Axiom to run fiber to the property. Axiom is happy to work with individual homeowners to address reasonable concerns about cable routing and other issues while running the fiber. However, additional costs may be incurred if homeowner requests require additional staff time for installation.





Which fiber path should I choose to get to my home?

Fiber will be installed to the home in one of the following ways:

Option #1-

Overhead by utility poles: If the Isle au Haut Power Company and/or the homeowner own all of the utility poles on the property, then Axiom will string the fiber along utility poles to the home. If additional poles need to be set on private property to complete the installation, this would be at homeowner expense, or option #2 may be taken.

Option #2-

On top of the ground: In areas that do not have poles or in sections of the Island serviced by TDS poles,* Axiom will lay fiber over the ground to the home. This method is covered by the grant and this solution has been successfully used in similar settings.

*TDS owned poles are located along the main road in areas south of Meyer's Meadows Way on the East Side and approaching the lighthouse on the West Side

Option #3-

Underground: Preparing for underground installation is at the expense of the homeowner. Axiom is willing to run fiber through a privately owned conduit that is provided by the owner and available to be used at time of installation. Axiom recommends working with a local contractor to install and prepare the conduit to accept service and will provide required specifications upon request. Fiber cannot be added to conduit containing electrical service. Axiom will not be responsible for lawn/landscape restoration following agreed upon underground installation.



What if there are multiple buildings needing internet service on the same property?

Option #1 – Separate Accounts: For buildings that need separate billing, e.g. a business location or rental unit; a no-cost installation may be ordered with a \$99 deposit for each building.

Option #2 – Single Account with multiple Connections: Service can be shared between buildings on the same tax lot, e.g. guest house, workshop, or garage. In this case, fiber will be connected to the home for the \$99 deposit. The grant does not cover additional connections, so it is the property owner's choice, responsibility and expense to expand coverage to other buildings on the property.

Axiom will be available, at their customary rates, to consult on and build customized solutions to integrate additional buildings on your property into a wired or wireless network, starting from your fiber connection. If you identify your needs prior to the project installation, it will be more cost-efficient for you than if you require a special trip at a future date.

Note: Sharing service between multiple tax lots is not permitted as it impacts the viability of service for the whole community.

Let's GO! How do I get on the list to get fiber installed?

During the initial construction period there will be no cost for installation of service thanks to the grants awarded for this project.

A \$99 non-refundable reservation deposit is required to verify commitment for your installation. This fee will be credited in full to your account and applied against your monthly service charges once service is available.

If you choose to have fiber installed but do not take service when it is available, the \$99 fee for installation will not be refunded.

Signing up early ensures that we have the materials and permission to connect your home when construction begins! We cannot guarantee free installation once construction is underway.



**Axiom will be accepting deposits
between
January 6th, 2023 and May 1st, 2023**

Do not miss the FREE INSTALLATION PERIOD covered by the grant!

CALL Axiom at 207-271-2801 to reserve your free installation

Questions?

Visit IaH Website at <https://www.isleauhautmaine.us/faq-and-resources/>

Email the Broadband Committee at iahbroadband@gmail.com

Call the sales line at Axiom **207-271-2801**

or email the Axiom team at info@connectwithaxiom.com