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**JAFFREY BROADBAND PROJECT - FIBER TO THE PREMISES
 FREQUENTLY ASKED QUESTIONS – MARCH 11, 2021
 WARRANT ARTICLE 3, TOWN MEETING, APRIL 24, 2021**

Q: WHAT IS THIS PROJECT?

A: The Jaffrey Select Board after review and acceptance of the Jaffrey Broadband Committee’s recommendations, has elected to proceed with a public/private partnership with Consolidated Communications Inc., (CCI) to bring broadband internet access to all unserved homes and businesses in Jaffrey. An unserved premises is one that cannot achieve the FCC minimum download and upload speeds of 25/3 Mbps.

Q: HOW IS THIS PAID FOR?

A: The Town and CCI will enter into a contract whereby a municipal bond will be issued with the payments assumed by CCI. New subscribers will be charged an Infrastructure Recovery Fee added to the cost of the fiber internet service. You can choose to keep your current provider, and if you do not use the new service the fee will not be added to your current bill. ***Only subscribers will pay for the build out – no taxpayer dollars are supporting this effort.***

Q: WILL THIS SERVICE BE AVAILBLE IN ALL AREAS OF TOWN?

A: Yes, CCI has committed to a buildout of fiber where they already have DSL and expanding to all addresses in Town. The total cost of buildout to unserved areas in town is estimated at \$1,229,020. CCI is committed to additional network upgrades of \$2M, exclusive of the contract with the Town of Jaffrey, in areas currently considered “served” by the 25/3 Mbps standard.

Q: WHAT DOWNLOAD/UPLOAD SPEEDS CAN I EXPECT AT WHAT COST?

A:

	50Mbps /50Mbps	250 Mbps / 250 Mbps	1Gbps /1Gbps
Fiber Internet	\$35	\$60	\$70
Infrastructure Recovery Fee*	\$11	\$11	\$11
Total	\$46	\$71	\$81

Fiber internet fees will increase \$15 in the second year. More detail can be found in CCI Response to the RFP dated February 10, 2021.

*IRF estimate based on a 10 year bond.

Q: HOW DO I GET A FIBER CONNECTION TO MY HOME ONCE IT BECOMES AVAILABLE?

A: Running a fiber connection from the curb to your house is covered by the contract agreement. CCI is committed to bringing fiber up to 150 feet of the premises, if the distance exceeds this, then additional construction costs may be assessed (based on existing infrastructure currently in place at the customer's home). Customers will need to coordinate with Consolidated to determine installation requirements for their specific circumstance. A connection box will be installed at your property, typically on the side or back of your home. This unit will also contain the power supply and battery back-up for the electronics.

Q: WILL THERE BE A DATA CAP ON MY FIBER CONNECTION?

A. No. There is no data cap on Consolidated Fiber Internet service. Some Internet providers offer packages that include a certain amount of data and then charge overages if you use more than you've purchased. With Consolidated, there is no limit to your data usage over your fiber connection. The bottom line is that a data cap limits what you can do on the Internet — with no data cap, you can stream, download, browse, search, listen and shop as you please.

Q: HOW DOES A FIBER NETWORK BENEFIT MY COMMUNITY?

A: Having the most reliable Internet infrastructure provides more value to the community and its residents. Residential customers continually need more bandwidth in their homes with increased remote working and learning. This fiber investment prepares everyone for the future of connectivity.

Q: HOW IS FIBER INTERNET DIFFERENT?

A: Fiber Internet delivers more than cable or DSL. It delivers faster speeds, increased reliability and virtually unlimited bandwidth. Fiber-optic cable carries an all-digital signal and is better suited to today's wireless devices. Fiber is the most advanced technology to deliver high-speed Internet to your home.

Q: WHAT EXACTLY IS THE DIFFERENCE BETWEEN FIBER INTERNET AND WHAT CABLE COMPANIES PROVIDE?

A: Fiber-optic Internet produces faster data transfer speeds. Light pulses send data through a glass tube the size of a strand of hair. Fiber produces an extremely fast connection over extended distances versus a copper cable signal, which degrades over a longer distance. And, fiber is capable of providing with the same download and upload speeds of up to 1 Gig, whereas cable uploads may not be as fast as downloads.

Q: WHAT ARE THE BENEFITS OF A DEDICATED FIBER INTERNET CONNECTION?

A: The use of glass instead of copper-based technology makes fiber optic Internet less prone to outages and down time. Consolidated offers a dedicated fiber connection, meaning it is far less likely to be affected by service interruptions and it is not shared with the neighbors. It provides consistent and complete coverage for home or small businesses.

Q: WHAT ARE THE BANDWIDTH EXPECTATIONS WITH FIBER?

A: DSL or cable Internet connections are typically shared across several different customers. Because of this, bandwidth can be compromised during peak times of heavy usage. Fiber Internet operates as a dedicated service being used only by the home or business for which it's established, negating much of that concern. That means fiber can accommodate more users and more devices at any given time at the service location.