

TOWN OF PLAINFIELD
Plainfield, Massachusetts 01070
Town Office: 634-5420 • 634-5406
www.plainfield-ma.us/broadband

plainfield
broadband



Pricing Policy (As of March 1, 2019, subject to change)

Plainfield Broadband's policy for setting service prices relies on several key goals:

1. Set prices to cover the operational costs of providing service, no more and no less.
2. Avoid frequent changes in prices, especially increases.
3. Avoid additional hidden fees. Keep pricing as simple and straightforward as possible.

Plainfield Broadband is partnering with Whip City Fiber to provide Internet and telephone service over the fiber-optic network that will be under construction soon. Broadband connections are expected to be available in 2019.

For residents who sign up for service before June 30, 2019, most installations will be at no upfront cost to the property owner. *NOTE: This policy is predicated on the Town of Plainfield securing sufficient local, state and/or federal resources to complete the entire \$2.18M project as designed. As of 3/1/2019 we have a capital gap of approximately \$400,000 related to the distribution network construction (the part passing every premise) which is impacting our ability to implement this drop policy as envisioned by connecting every premise. See our website for more information and important 2019 town meeting dates.*

Pre-subscriptions will be starting soon. Be sure to [sign up for our e-mail](#) list so you will be the first to be notified.

How much will residential service cost?

Residential broadband service will be available for \$85/month, which includes Wi-Fi and provides speeds up to one gigabit per second (about 200-500 times faster than DSL) and may be also be suitable for some home-based businesses, consistent with our terms of use ([stay tuned](#) for details). [Premier Phone Service](#) will be available for \$13/month, plus the minimum required federal and state government fees and taxes. It includes unlimited local and long-distance calling, including to Mexico and Canada, and offers great international rates. You can keep your current phone number, and it includes call waiting, caller ID, call blocking, and voicemail.

How much will service cost for businesses?

Please contact Plainfield Broadband for information about enterprise-level broadband services. Costs are dependent on number of users, the service level agreement needs of the business and other factors. [More information will be coming soon.](#)

I'm not a year round resident in Plainfield. Is there a seasonal service plan?

Plainfield Broadband must pay to maintain our network all year round, and it is not cost-effective for us to offer seasonal service.

Is there an activation fee or a deposit required to sign up?

There is no activation fee and no deposit required. We are a town-run enterprise, not a big satellite or cable company. We trust you.

Is a long term service contract required or a cancellation fee?

No contract is required for service. If you cancel your service, your account will be charged for the cost of your WiFi router until it is returned. Once it is returned, the account will be credited.

How will I be billed?

Whip City Fiber will issue electronic invoices to the email address you provide. You must provide an email address to sign up for service. There is no option for paper bills. This is to ensure costs of operating our network are as low as possible (plus it saves trees!).

Bills are due upon receipt. There is a 10-day grace period, after which time your account will be deemed in default, service will be terminated, and a reconnection fee may be charged.

How do I pay my bill?

You must pay your bill electronically to our internet service provider - Whip City Fiber. Payment can be made either through electronic fund transfer from your bank account (the .8% processing fees is included in your monthly internet price) or you may pay by credit card (credit card payments incur an additional 3% processing fee, which will be added on top of the monthly internet price).

We encourage you to use automatic payments from your bank account. This saves you and the town money and ensures you don't miss a payment which could result in service disconnection. You will have the option to pre-pay your account if you so choose.

Payment by cash or check is not an option due to the costs involved. We hope you are already accustomed to automatic bill paying for other household expenses.

What about television? Do I need to keep my DirectTV or other provider?

No! Look soon for more information on how to "Ditch the Dish" (that's the hilltown equivalent of "Cut the Cord"). All the television you watch today is available as broadband streaming services, and many people end up spending less money each month when they pay for just what they want. We will have workshops on everything you need to know to get started.

I have Verizon now, what do I need to do?

If you are a current Verizon Digital Subscriber Line (DSL) please DO NOT cancel your service until your connection to Plainfield broadband is confirmed. You risk losing your existing internet connection if you cancel your account. Also, if you are planning on "porting" your existing telephone number to the new premier telephone service, you will need to keep your Verizon service until Verizon completes that process (as long as 3-4 weeks after requested). If you cancel your Verizon service early, you run the risk of losing your telephone number.