



Exterior Service Drop and Installation Policy Overview (Approved by Select Board March 26, 2019)

Plainfield Broadband is constructing a fiber optic network to provide Internet and telephone service, with service provided in partnership Whip City Fiber. Plainfield has secured the necessary financial resources to construct the network AND to cover substantially all of the costs to connect existing, occupied households to the network, including connecting to the exterior of the home and installing wiring and equipment inside the home (see the [detailed policy](#) for exactly what items are covered). Residential service includes home-based businesses. We will work directly with other commercial and non-profit customers to develop customized solutions, but will not pay their costs.

Residence Type and How to Respond	Deadline to respond	Costs Covered by Plainfield Broadband
41 premises that have poles on private property that are more than 170' apart require construction of a network extension. If you received a certified letter, submit a signed Property Access Form .	4/15/2019	Entire cost of network extension plus exterior service drop as designed
Homes requesting exterior "cold" drop (without Internet Service). Submit request on WCF website starting April 2019 or submit a signed Property Access Form .	6/30/2019	Entire cost of drop as designed
Homes requesting exterior drop and interior installation with Internet Service. Submit request on WCF website starting April 2019.	6/30/2019	Entire cost of drop as designed and basic installation.

Step 1. Connecting from the distribution network to the exterior of a residence

Plainfield Broadband will pay to connect to the exterior of occupied premises. **Signing up for Internet service is NOT required** for this portion of the work to be done, however customers signing up for service will be prioritized for completion first. Plainfield Broadband urges all homeowners to take advantage of this no-cost option to make their home broadband-ready, even if they don't anticipate taking service soon. Homeowners are responsible for incremental costs incurred if they request a path other than that designed by Plainfield Broadband.

Step 2. Installation of interior wiring and equipment

Plainfield Broadband will also pay for basic interior installations in occupied residential premise for customers who sign up for Internet service by the above deadline. A signup feature will be available on the Whip City Fiber Plainfield website in April 2019. This installation includes an optical network terminal (ONT) in the basement, up to 50' jumper from the exterior network interface device (NID) to the ONT, up to 50' interior wiring from the ONT to a wall jack on the first floor, and a WiFi router plugged into the wall jack. The customer must ensure that there are AC outlets near the ONT and the router. Customers pay for additional costs for more complicated interior installation work (e.g., running cable for a router on the second floor). Customers requesting Premier telephone service will pay additional phone-related system installation costs (estimated to be approximately \$150-\$200 per premise).



Images showing samples of equipment. The exterior Network Interface Device on the left is 8.6" wide by 7.3" tall. The Optical Network Terminal in the bottom right is about 3" wide by 6" tall, and is usually wall-mounted in a basement location. The WiFi router in the top right is about 8" wide by 7" tall, and is usually located in the center of the first floor to provide the best WiFi signal throughout the home.