

2021 Annual Report from Plainfield Light and Telecommunications Department (aka Plainfield Broadband)

Plainfield Broadband oversees our town-owned broadband network that provides Internet and telephone service to any residence or business located in our town. Whip City Fiber, a department of WG+E, provides Internet services (including telephone) and manages our network through an inter-governmental agreement between our two towns. We currently serve a total of 287 residential and business customers; and the Town Hall, Town Offices/Library, Public Safety Complex, Highway Department and Police Department buildings are connected to the network and to each other.

Residential Gigabit Internet service is offered at \$85 per month with optional VOIP phone service at \$12.95 per month plus approximately \$9 per month in mandatory state and federal taxes and fees. Most home-based businesses are covered under residential service rates. Costs for larger businesses, non-profits, and institutions are dependent on the number of users, the service level agreement needs of the business, and other factors. Business offerings range from \$100 per month to \$800 per month and we can provide custom service pricing.

Our network is capable of serving every premise in town, with fiber optic strands on roadways that pass 100% of existing premises, including all dead end roads. We are accepting new customers at any time; and our department will offset the costs to connect new residential service subscribers (up to \$1,000 for premises that existed in 2018 but have not yet connected, or up to \$500 for premises that have already installed fiber to the outside of the home) . We will provide price quotes for connecting new construction homes or businesses.

Accomplishments between January and December 2021 include:

- Improved Network Resiliency, minimizing service disruptions; ensuring necessary local and regional response to attend to damage to the network resulting from storms, auto accidents.
- Continued Strong Fiscal Oversight, resulting in retained earnings in each of the last two fiscal years
- Supported Completion of the Municipal Network, which will provide improved telecommunications services for town staff and the general public and reduce the costs of phone service for each town building/major department.
- Actively Promoted Plainfield Broadband Services, including the Lifeline, Emergency Broadband Benefit, and Affordable Connect Program, that help reduce costs of connecting to the internet.

We encourage you to visit the Whip City Fiber/Plainfield website (<https://www.whipcityfiber.com/plainfield>) or our page on the Town of Plainfield website for more information.

Respectfully,

Kimberly Longey, Manager

Brian Hawthorne, Assistant Manager