



*****ATTENTION ALL HOMEOWNERS*****

Axiom, on behalf of the Town of Cranberry Isles, is going to be installing a Fiber to the Home Internet Solution that will be blazingly fast, highly reliable and that will easily scale up as the needs of the community change. As part of the installation, Axiom is putting together this guide to help homeowners and businesses understand what they need to know, when things are going to happen, and what the costs and responsibilities for homeowner and business are going to be.

Cost of Service

Axiom will be offering multiple packages for homeowners and businesses to choose from, as listed below. As part of the negotiation with the town, a seasonal rate has also been established. Pricing for higher speed packages up to 1000Mbps (1 Gigabyte) and beyond will be made available upon request.

Symmetrical internet service (same speeds up and down), and business solutions that prioritize response times for service interruptions are also available.

Monthly Rates	
25Mbps/5Mbps	\$64.99 per month
50Mbps/10Mbps	\$74.99 per month
100Mbps/20Mbps	\$99.99 per month

Seasonal Rates*	
25Mbps/5Mbps	\$662.99 annual fee
50Mbps/10Mbps	\$764.99 annual fee
100Mbps/20Mbps	\$1019.99 annual fee

*Seasonal rates are paid in full annually, and reflect a 15% discount off the regular rate. Seasonal rates may be applied to accounts that are active for 6 months of the year or less.



Deposits for Installation

During the initial roll out period there will be no cost for installation of service. A \$99 reservation deposit is required to secure your installation. This fee will be credited to your account and applied against your monthly service charges once installation is complete and regular billing commences.

Installation Schedule (tentative)	
Islesford	October 2017
GCI	May 2018
Sutton	June 2018

Deposits for installations on Islesford will be accepted through the end of September 2017

Deposits for installations on GCI and Sutton will be accepted through the end of December 2017

Axiom will begin accepting deposits on Monday, July 24th,
by phone at 207-255-0679

IMPORTANT DETAILS

Those who do not secure their no-cost installation by placing a deposit before these deadlines will be subject to a significant installation fee should they desire service in the future. Fully paid installations will require a visit from off-island contractors to run fiber to the home and splice into the network, as well as purchase of the electronics hardware associated with the installation. Although the fees for one-off installations after the network is deployed have not yet been determined, it is unlikely that they will be less than several hundreds of dollars per premise. Axiom strongly recommends taking service during the initial deployment period to ensure connectivity at your location, to avoid future high install costs, and to maximize property value.



The construction and installation schedule above is subject to change based on a number of factors, including weather, construction delays, grant funding availability, and other situations beyond Axiom's control. **Although we are making every effort to meet the schedule above, absolute guarantees about service start dates cannot be made.**

While your \$99 deposit guarantees you a no-charge install, it does not secure a particular date or sequence for your install – installations will occur in the order dictated by the logistics of the fiber-buildout process.

Customers connected during the no-charge install period are committing to a 2-year initial term of service with Axiom. Subsequent to the initial 2-year term, subscribers are free to change providers or terminate service as they see fit.

How does fiber get to my home?

Installations will be handled in one of three ways:

Option #1- On top of the ground. By default, Axiom will lay fiber over the ground to the home. This is an economical and time-efficient solution to deliver world-class internet to your home.

Option #2- If the homeowner owns all of the utility poles on their property. Axiom will string the fiber along your utility poles to the home. Again, this option is only possible if ALL relevant poles are the property of the homeowner. If additional poles need to be set to complete the install, this will be at homeowner expense, or option #1 may be taken.

Option #3- Underground at the expense of the homeowner. Axiom will run fiber through a conduit that is provided by the homeowner at time of installation. Axiom recommends working with a local contractor to install and prepare the conduit to accept service and will provide specifications to the homeowner for this type of installation upon request.

When deposits are placed, each homeowner will be required to sign an agreement allowing Axiom to run fiber on their property. Axiom will 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 are determined to require significant additional staff time for installation. Axiom will not be responsible for landscape restoration, replanting, repairing turf



damage, or other remediation required as a result of any additional work completed at the behest of the homeowner.

Additional Dwellings/Family compounds

No-cost installations to as many buildings as are desired may be ordered as described above, by paying a \$99 deposit and signing a 2-year contract for service at that building. Alternately, property owners are allowed to share a connection between buildings on their property (garage, guest house, etc.), however wiring for this is the homeowner's responsibility. Sharing service between multiple properties is not permitted as costs for the town increase substantially if projected subscriber counts are not achieved. Should you so desire, Axiom will be available, at our customary rates, to consult on and build customized solutions to integrate additional buildings on your property into a wired or wireless network, connecting back to your fiber connection.