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By and Between

Axiom and the Town of Cranberry Isles

Background:

Over the last few days it has become apparent that a number of Islesford residents are upset about the knowledge that up to 175 poles will be used along all of the paved roads to deliver service. While acknowledging that the scope of the number of poles has changed as engineering considerations have been addressed, it has always been known that some poles were going to be needed to complete the project on both Islesford and Great Cranberry. However, it is clear that as the project has evolved, several residents have been upset, having heard early in the process that we would attempt to bury or lay on the ground as much of the fiber as possible. While this remains true, nevertheless, some island residents are opposed to poles and would like us to bury the fiber optics cable in front of their property, to avoid additional poles being placed in the utility right of way.

This memo is to clearly articulate what the town select board and Axiom have agreed is the procedure to address individual homeowners concerns.

In order to keep the project on track (October 15th customer service begins) and on budget (any delays could potentially push the budget beyond the \$1.2M allocated at town Meeting) the Town's select board has clearly articulated that Axiom should continue moving the project forward with the current plan to place poles along the utility rights of way to get service to Islesford.

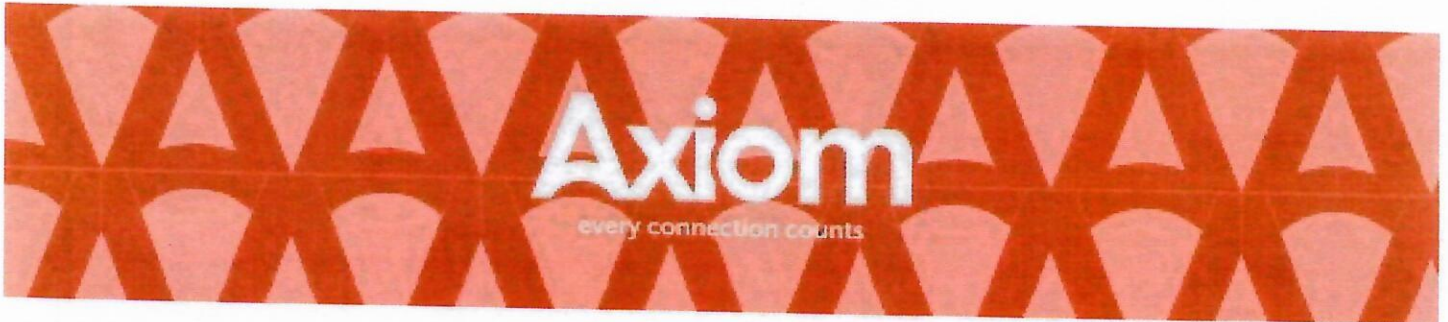
Agreed upon procedure between the Town of Cranberry Isles Select Board and Axiom for addressing homeowner concerns:

Axiom has agreed to address homeowner's concerns in a number of ways-

- Collect, research, acknowledge and note each homeowner's concern(s) in a spreadsheet so that such issues may be addressed by the town in the spring directly with the homeowner
- Work with homeowner, when feasible, to physically visit their property with the homeowner to discuss possible solutions
- Address and modify pole placement or other issues on an ad hoc basis if those changes do not result in- additional cost to the project or significant delays in project construction deadline
- Add additional slack fiber to the concerned homeowner pole, that could be used to address buried trunk cable in the spring, if the homeowner expresses interest to have fiber buried at their expense

However, Axiom will also

- NOT promise, imply or indicate in any way that homeowner concerns will be addressed this year



- Indicate that the town will be developing a process to address changes or concerns in 2018 that the homeowner would like to see addressed- but that the process for that to happen is in the purview of the town and not Axiom
- While being sympathetic, also being firm that we are under directive from the select board to move the project forward and to try to meet deadlines and budget of the project

These points are the understanding and agreement between Axiom and the Cranberry Isles Select Board on how Axiom will address individual homeowner concerns with pole placement, view issues and aerial vs buried cable.

Mark Ouellette, Axiom

Date

9/22/17

Date: 9-21-17

Malcolm Ferrald, Chairman, Cranberry Isles Select Board

Richard F. Beal:

Florence J. Sprague