



Broadband Chesterfield – Operating Policy

Effective March 15, 2022

Broadband Chesterfield MLP operates a Town-owned fiber optic network to provide internet and telephone service to Chesterfield residents. To make this process as affordable and equitable as possible for each residence, while still financially feasible, Broadband Chesterfield MLP has adopted the following Operating Policy.

Glossary

Essential Network – the fiber optic service that runs down the street past every residence.

Drop – the connection between the network and each residence. This includes a NID, exterior and interior wiring from the ONT to the ONT, and a router.

Inside Wiring – any wiring beyond the router.

Network Extension – any extension of the essential network to provide a drop from the street to the residence. The essential network terminates at the NID.

NID – Network Interface Device. A device that allows the drop from the residence to plug into the network.

Policy

1. Customers in a new or an existing residence signing up for new service or requesting an additional drop will receive a stipend of no more than \$1000 toward the cost of the drop with a 24-month commitment for service. The customer is responsible for any cost beyond the subsidy.
2. The cost of any network extension required to extend the essential network down the public way or across private property to provide service to a residence is the responsibility of the homeowner. The licensing of poles is the responsibility of the MLP.
3. The method of installation for all drops is at the discretion of the MLP. Installations outside the scope of this design may involve additional cost.
4. There is a \$99 activation fee for new accounts.
5. There is a \$30 reconnection charge for active accounts that are disconnected and then reconnected. Any outstanding balance must be paid before reconnection.
6. Static IP addresses are available at an additional cost.
7. Any consulting, wiring, equipment, or labor beyond the router is the responsibility of the homeowner.
8. All fiber and equipment up to and including including the router remain the property of the ISP. Interior customer premise wiring and equipment installed at the customer's cost becomes the property and responsibility of the customer.
9. Customers may not alter or damage equipment belonging to the ISP.
10. Maintenance of the network up to and including the router is the responsibility of the MLP.
11. Customers whose accounts are over 90 days overdue will have their service terminated.
12. Households with an outstanding balance may not be eligible for new service without the approval of the MLP.
13. Changes to this policy may be made at any time by vote of the MLP board.



Broadband Chesterfield – Rate Schedule Effective March 15, 2022

Residential Internet

\$85.00 per month
Up to 1000 Mbps /1 Gigabit Upload and Download
For non-commercial, residential customers

VOIP Phone Service

\$14.95 per month (plus fees and taxes) with Residential Internet Service
\$49.95 per month (plus fees and taxes) Telephone Service Only
Keep your existing phone number
Call blocking
Unlimited local and long distance
includes Mexico and Canada

Premium Internet for Business

BBC Tier 1 - Millennium

\$150 per month
UP TO 20 users
Static IP ADDRESSES AVAILABLE
1 GIGABIT symmetrical UPLOAD AND DOWNLOAD

BBC Tier 2 - Challenger

\$400 per month
UP TO 50 Users
Static IP ADDRESSES AVAILABLE
1 GIGABIT symmetrical UPLOAD AND DOWNLOAD

BBC Tier 3 - Enterprise

Custom Assessment
For high bandwidth users
Static IP ADDRESSES AVAILABLE
1 GIGABIT symmetrical UPLOAD AND DOWNLOAD