



TOWN OF MOUNT WASHINGTON
2 Plantain Pond Road
Mount Washington, Massachusetts 01258
(413) 528-2839
townofmtwashington.com

February 2022

The Mount Washington Broadband Network has concluded more than 4 years of successfully providing high speed fiber optic internet and telephone services to Mount Washington subscribers.

Beginning in November 2020, subscribers who had completed the requirements for a three-year initial service agreement were offered a reduced rate for operating costs payable to the town of \$60 per month, provided they sign a new agreement committing them to three years of continued service.

The operating fee covers all of the Town's costs of operating the network, including repairs, replacements, maintenance, and reserves. The \$39.95 additional monthly fee (for internet and telephone, or \$24.95 for internet alone with no telephone) that is payable to the Internet Service Provider, Crocker Communications, is unchanged.

The new total for renewal will be \$99.95 per month, exclusive of taxes and fees.

Please note that all NEW subscribers will be asked to commit to the original agreement for service of \$80.00 per month for the operating fee and \$39.95 per month (or \$24.95 with no telephone) for a three-year period, after which they will be eligible for the reduced fee as outlined above.

Please see the renewal agreement, new service agreement, and Broadband policy below and return either by email to elem@townofmtwashington.com or by mail to the above address.

Subscribers will continue to be billed monthly for the combined operating and service fees by Crocker Communications. New subscribers must contact Crocker Communications at 413-775-4170 or by email to billing@crocker.com to set up payment arrangements prior to activation of service.

If you have any questions or concerns, please contact any Select Board member. All contact information is on the town website, <https://mountwashington-ma.gov/>.

Town of Mount Washington – Select Board



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BROADBAND SERVICE AGREEMENT

Agreement dated this _____ day of _____, 20__

The undersigned owns the following property in Mount Washington MA:

_____.

The Town of Mount Washington intends to provide Broadband service to the undersigned and the property.

As consideration for the Town providing such service, the undersigned agree to pay no more than \$119.95 per month (for internet and telephone) year-round, through the service provider chosen by the Town, for three years from the date of the Town's delivery of such service to the property. This sum is exclusive of state, federal and local taxes/fees.

WITNESS our hands and seals this _____ day of _____, 20__

Signature of Owner (sign above)

Signature of Owner (sign above)

Print name

Print name



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RENEWAL - BROADBAND SERVICE AGREEMENT

Agreement dated this day of _____, 20__

The undersigned owns the following property in Mount Washington MA:

_____.

The Town of Mount Washington intends to continue to provide Broadband service to the undersigned and the property.

As consideration for the Town continuing to provide such service, the undersigned agree to pay the Town's Internet Service Provider each month, year round the following: 1) Sixty (\$60.00) per month for the Town of Mount Washington operating fee, and 2) your internet and telephone charges (currently \$39.95, or \$24.95 for internet alone with no telephone - subject to change), for three years from _____ (date your agreement expired or date you signed this new agreement, whichever is later). These sums are exclusive of state, federal and local taxes/fees. Billing for both fees will continue to be handled entirely by the Internet Service Provider.

WITNESS our hands and seals this _____ day of _____, 20__

Signature of Owner (sign above)

Signature of Owner (sign above)

Print name

Print name

BROADBAND POLICY - MOUNT WASHINGTON

Anyone wishing to be connected to the Mount Washington Broadband Network should immediately contact the Select Board. All connections must be approved by the Select Board, in writing.

If no “make ready” work by National Grid and Verizon is required and no additional costs, homeowners may be connected sooner than if there are “make ready” costs.

Homeowners always have the option of paying extra to be connected sooner, by paying for an immediate pole application and/or a special construction visit.

To be connected by the Town in a given year, where there are “make-ready” costs, potential subscribers must notify the Select Board before January 31 to be included in an annual pole application for new subscribers.

Each year, after January 31, the Select Board will proceed to add the subscribers who are signed up by, or within the month of January. The timeframe for construction depends on the complexity of the additions and the timeline of the “make ready”, which can take months. New subscribers must wait until the utility companies approve the additions to the poles for service and until the utility companies perform the work required to add the subscribers.

All homeowners must pay \$300.00 and sign a three-year agreement for year-round service with the Town (See Agreement below). Existing homes will be added in the same manner as initial subscribers (via poles, existing underground or plowed in). New homes and buildings must have 1.5” Schedule 40 stick conduit installed underground from the house/building to the main road (no 90-degree angles, 30 degree turns and pull string). If underground conduit is not possible due to physical ground conditions, additional costs may be incurred by the owner for the installation or there may be a longer service contract.

In all cases work must be done by the Town’s contractor, with written approval of the Select Board.