

NH Broadband Sandwich – Acworth Expansion July 2021 Frequently Asked Questions

What type of network is NH Broadband building?

NH Broadband will construct an all fiber optic networks in Sandwich and Acworth capable of meeting the long-term needs of our customers. Fiber optic internet provides the fastest, most reliable internet experience possible. Fiber optic networks transmit data using light waves through cables made of glass fibers instead of electrical signals on copper wires or coaxial cables. This means it's incredibly fast and allows customers to send (upload) and receive (download) data at the same high speed.

When will high-speed internet service be available?

Service is expected to be available in both communities by early 2022.

Who is eligible to receive service?

Residents and businesses in the towns of Sandwich and Acworth. This includes both NHEC members and those individuals who receive electricity service from another provider (Eversource / Liberty).

How can I sign up to receive service?

You can pre-register for service now at www.NHBroadband.com. When service becomes available in your neighborhood, NH Broadband will contact you to finalize your speed package and schedule your installation.

How will I know when service is available in my neighborhood?

NH Broadband will contact residents of Acworth and Sandwich with updates and opportunities to sign up for service as the project moves forward.

What types of service does NH Broadband offer?

NH Broadband currently offers two affordable speed levels designed to meet the needs of our customers today and into the future:

- 100 Mbps symmetrical upload/download @ \$49.95/month
- 1 Gig (1000 Mbps) symmetrical upload/download @ \$89.95/month

What is the cost to install the service?

There is a one-time \$150 installation fee.

Will customers have to sign contracts that require a minimum term of service?

No. NH Broadband does not require customers to sign service contracts.

Does NH Broadband impose data caps?

No. NH Broadband does not impose data caps or throttle speeds on customers' internet usage.

Does NH Broadband offer phone service or video?

Not at this time, but we are planning to offer phone service in the future. We are always interested in learning more about what services our customers want and exploring how we can meet their needs.

Does NH Broadband provide a router to subscribers?

Yes. NH Broadband provides customers with a Wi-Fi router as part of their service. There is no extra charge for this.

Can I bring my own router?

Yes. Customers can use their own router or modem if they prefer.

Will service be available for all customers at once or will service be phased in?

Service will be made available and customers will be connected, as the fiber optic network is constructed and activated.

Is this going to raise my taxes?

No. Municipal funds or bonding are not being used in the construction of the fiber optic networks in either town.

How can residents and businesses that currently receive service from another Internet Service Provider switch over to NH Broadband?

Sandwich and Acworth residents are encouraged not to enter into long-term contracts with another provider if they are considering taking service from NH Broadband. If you are already receiving service under a long-term contract, you may need to pay any required early termination fees to that provider, or wait until the period of required service expires.

Why were Sandwich and Acworth selected for construction now?

NH Broadband's construction decisions are based on several factors, including the availability of grants to support construction, network design considerations, which includes the proximity to our existing infrastructure, and member interest expressed through the NH Broadband website www.NHBroadband.com. We have been in communication with municipal officials from these communities for some time and there are funding opportunities available which may help reduce the cost of construction.

When will NHEC/ NH Broadband announce construction plans to other areas?

We know that inability to access reliable high-speed internet is an immense burden on our unserved and underserved members. NHEC is working with partners to identify funding opportunities and evaluate different partnerships. Our goal is to develop a partnership that will allow us to move quickly and efficiently to ensure all our members' have access to the high-speed internet they need. We hope to have additional announcements on our work in the coming months.

How will the new fiber optic networks be built?

The first step in constructing the new network is to complete "make-ready" work, which is preparing the utility poles to accept a new fiber optic cable. This can involve moving cables and other equipment that are currently attached to the poles, replacing some poles that are not tall enough and some vegetation trimming. Completing "make-ready" work requires the coordination of the various utilities that own the poles and the companies that are already attached to them. This work requires the most amount of time to complete.

Once the "make-ready" work is complete, crews can begin attaching the new fiber optic lines to the utility poles and placing other equipment needed to provide service to customers. As that work is completed, installation crews will follow and make the connections to run fiber from the new network directly to your property when service is requested. Once the fiber is extended to your property, a technician will come out at a scheduled time to install and activate your service.

***NH Broadband pricing, service offerings and terms of service are subject to change.**