

Charlemont Broadband Update and Survey

November 2, 2016

Subject: Broadband Update and Survey

Dear Charlemont Resident,

This letter is to update you on Charlemont's pursuit of high speed internet for our town and to request that you complete a broadband survey to help us decide the best way to move forward.

In addition, the Charlemont Broadband Committee is hosting an information session on November 15th at Hawlemont Regional Elementary School at 7PM to provide some status on the project and answer your questions. There will be snacks!

Recent announcements from WiredWest and the Massachusetts Broadband Institute (MBI) have confirmed that WiredWest will not be building a multi-town fiber network. WiredWest may still be chosen by the towns to serve as a network operator or ISP, but each town must first fund and build their own network. This is disappointing to many of the small towns who, like Charlemont, saw a cooperative multi-town project as the best and most affordable option.

All of the unserved towns are now working with MBI on a "readiness process" that is a prerequisite for receiving state broadband funding. As part of this process, our broadband committee is evaluating all of the options for building a town network. The network might be owned by the town or might be privately owned and operated. All of the options are expected to cost subscribers more than the \$49/month originally projected by WiredWest. We don't yet know the exact cost, but we know it will be significantly affected by the number of Charlemont homes and businesses willing to sign up for service.

On the back of this note and available online at <https://goo.gl/forms/7aPKjkF55YoRnnYz2> , please find a short survey asking about your current usage of internet, telephone, television and cellular data services. The results will help us gauge how many homes are likely to sign up for service. When filling out the survey, keep in mind that a fiber network will provide more than just fast internet service. This kind of network also enables more affordable telephone service, fast video streaming, "over-the-top" television services and savings on cell phone data charges. All responses will be kept confidential.

Please take a moment to complete the survey by November 28. You can return the paper survey by mail or drop the form at Averys, the town hall or at the November 15th information session. The online version will be submitted and returned electronically. Building our own town network is a big commitment, and the result of this survey will help us make an informed decision about what will be most affordable for our town and our residents.

Sincerely,

The Charlemont Broadband Committee, and

THE CHARLEMONT BOARD OF SELECTMEN

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1. Name _____
Street _____
Address _____
E-mail _____
Phone _____
2. What is the approximate distance of your driveway (or distance from the house to the nearest utility pole on a public road)? (Circle one)
 - a. Less than 100 feet
 - b. Between 100 and 250 feet
 - c. Between 250 and 500 feet
 - d. More than 500 Feet
3. What is your current phone Plan? (Landline) (Circle one)
 - a. None
 - b. Basic
 - c. Nationwide/Long distance
 - d. Other _____
4. What is your current TV Plan? (Circle all that apply)
 - a. None
 - b. Roof Antenna
 - c. Satellite Dish
 - d. Other: _____
5. What is your current internet Service? (Circle all that apply)
 - a. None
 - b. Dial-up
 - c. DSL
 - d. Satellite
 - e. Other: _____
6. Are you happy with your current phone, TV, and Internet Service? (Circle one in each group)
 - a. Phone – Yes
 - b. Phone – No

 - c. TV – Yes
 - d. TV – No

 - e. Internet – Yes
 - f. Internet – No
7. What do you currently pay monthly for phone (landline)? (Circle one)
 - a. Less than \$25
 - b. Between \$25 and \$50
 - c. Between \$50 and \$75
 - d. More than \$75
8. What do you currently pay monthly for Internet? (Circle one)
 - a. Less than \$25
 - b. Between \$25 and \$50
 - c. Between \$50 and \$75
 - d. More than \$75
9. What do you currently pay monthly for TV? (Circle one)
 - a. Less than \$25
 - b. Between \$25 and \$50
 - c. Between \$50 and \$75
 - d. More than \$75
10. If you have a cell phone data plan, what do you currently pay per month? (Circle one)
 - a. Less than \$25
 - b. Between \$25 and \$50
 - c. Between \$50 and \$75
 - d. More than \$75
11. If you have a cell phone data plan, what is your monthly data cap?

_____ GB per month.
12. Would you be interested in obtaining Phone and Internet service via a high-speed Town owned network if the total cost were: (select all that apply)
 - a. Less than you currently pay
 - b. The same as you currently pay
 - c. More than you currently pay

Please return this survey by mail to:
Charlemont Town Office,
P.O. Box 677,
Charlemont, MA 01339

Or drop at the following locations

- **Averys**
- **Goodnow Town Hall**
- **November 15th Information Session at Hawlemont School at 7PM**