

Connecting/Petersham Quick FAQ



What is the cable with a “snowshoe” looking thing?	It is the high-speed “Middle Mile” fiber connection
Will all residents be able to connect?	Yes - 100% will have the option to subscribe
How fast will the new fiber-optic Broadband be?	Up to 50Mbps download and 50Mbps upload
What is Broadband speed?	FCC says 25Mbps download and 3Mbps upload
How does this speed compare to DSL?	Average DSL in Town speed is 2.5Mbps / .65Mbps
Who will own & operate the network?	Matrix - They built the town of Leverett network
How long has Matrix been in business?	Over 20 years
Has Matrix installed fiber before?	Yes - thousands of miles
Has Petersham checked Matrix's financials?	Yes -Town auditor has issued a positive report
How much will Matrix invest in Petersham?	\$1,750,000
How much is Petersham being asked to invest?	The cost of preparing the utility poles - \$560,000
What will this money be used for?	Pole Survey & Pole Make-Ready Work & legal
Who controls how this money is spent?	Petersham MLP & Treasurer
What is the “MLP”?	Town of Petersham Municipal Light Plant
Who is on the MLP Board?	Five members appointed by Selectboard
What is Petersham’s ongoing responsibility?	Pole rentals-collected by Matrix
How long has Petersham been working on this?	Over six years
When would work begin?	Projected start date - Jan 12, 2017
When would the network be completed?	Estimated December 2018
When will customers start to get connected?	Estimated summer of 2017
What is my one-time connection fee?	\$500 payable over 3 months - equipment and labor
What is connection fee if I sign up later?	\$1,500 (Leverett’s fee is \$2,400)
Where does my fee go?	Held in escrow by the Town of Petersham
What is my minimum commitment period?	24 months service period
Can I pass on my connection to a new owner? information	Yes – They just need to change the billing
Who controls future price increases?	Petersham MLP & Matrix – Limited to CPI Index
Who settles customer disagreements?	Petersham MLP Customer Service Rep & Matrix
Who pays for network storm repairs?	Matrix
Who pays for equipment upgrades?	Matrix
Who pays for bandwidth from Middle Mile?	Matrix
Who do I call if my Internet goes down?	Matrix
Who do I call with a service/billing question?	Matrix
Where does my monthly bill originate?	Matrix

For answers to any additional questions, please contact any Petersham Broadband member:
Chip Bull, John Blum, Andre Pierre, Greg Grandbois, Thomas Gurganus, Shawn Legare