

# NH Broadband SANDWICH - Frequently Asked Questions

## What type of network is NH Broadband building?

NH Broadband is building an all fiber-optic network 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 using 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.

## Who is building the network?

Late last year, NH Broadband/NHEC announced our fiber network construction partnership with Conexon, a company specializing in electric cooperative fiber-to-the-home projects like ours. To expedite our Sandwich project, we are building on that relationship to leverage some of Conexon's additional back-office and infrastructure functions, including billing services.

## When will high-speed internet service be available to customers?

Construction in the Sandwich area is nearly complete. We expect to begin connecting initial Sandwich customers to our fiber-to-the-home network by the end of September. Please note, not all customers will be connected on day 1. We will work with residents who have registered or signed up to schedule in-home installations.

**If you have already registered** you do not need to take any action. We will reach out to you for two things:

1. Permission to go on your property to bring the fiber cable to the outside of your home. Although you do not need to be home, we will be asking your permission. This request (if you have not already received one) will come from NH Broadband.
2. Once that fiber is at your house, we will reach out to schedule your in-home installation.

**If you have not registered**, please do one of the following to sign up:



1. Hover your mobile phone over this QR code  which will take you to our sign-up page where you can walk through sign-up and package selection steps.
2. Alternately, visit [Sandwich.NHBroadband.com](https://Sandwich.NHBroadband.com) and click the "check availability" button. Select New Hampshire Electric from the drop-down menu and complete the steps to sign up and select your package.

## Who can receive service?

The vast majority of residents and businesses in the town of Sandwich. This includes NHEC members as well as customers who receive their electricity service from another provider – Eversource. There are some limited areas that NH Broadband cannot reach in this initial phase of construction. You can check service availability by entering your address at [Sandwich.NHBroadband.com](https://Sandwich.NHBroadband.com).

**What speeds of service does NH Broadband offer and what is the cost?**

Through our partnership with Conexon and its subsidiary Conexon Connect, we will offer three speed packages versus two. All packages offer symmetrical speeds – equally fast uploads and downloads:

<b>RESIDENTIAL PRICING</b>	
<b>Ultimate</b> 2 Gigabit (2,000 Mbps) Internet*	<b>\$99.95/month</b> <i>Includes Managed Wi-Fi with router and Safe &amp; Secure package</i>
<b>Premier</b> 1 Gigabit (1,000 Mbps) Internet	<b>\$79.95/month</b> <i>(We encourage customer to take Managed Wi-Fi, which includes wireless router. Otherwise, customers must supply wireless router^)</i>
<b>Basic</b> 100 Mbps Internet	<b>\$49.95/month</b> <i>(Customer must supply wireless router^)</i>
<b>HD-Quality Phone Service</b> Unlimited local and long-distance calls	<b>\$29.95/month</b> with Internet package <b>\$39.95/month</b> stand-alone service plus local taxes and fees
<b>INTERNET ADD-ONS</b>	
<b>Managed Wi-Fi Service</b>	<b>\$4.95/month</b> <i>Includes router</i>
<b>Safe &amp; Secure Package</b>	<b>\$3/month</b> <i>Only available with Managed Wi-Fi</i>
<b>Extended Wi-Fi Service</b>	<b>\$3/month</b> per extender per month

**Business internet packages are also available.**

**How will I manage my account?**

Conexon Connect will be billing on behalf of NH Broadband. You will make internet payments to Conexon Connect. Through its partnership with Conexon and Conexon Connect, NH Broadband offers you the ability to manage your account through the MyConnectAcct feature, accessible through the website or by downloading the app from the Apple App Store or Google Play Store. The feature allows you to change your services, pay bills, view billing history and manage your account.

### How do I pay my bill?

Conexon Connect offers online bill payment that you can pay/manage through your MyConnectAcct. Forms of payment include: E-check, Automatic bank draft (ACH), VISA, MasterCard or Discover. You also have the option of taking a payment into the retail locations listed below via VanillaDirect Pay service for a \$1.50 convenience fee.



Checks can also be mailed to the PO Box address listed on the payment voucher.

### What is the cost to install the fiber-optic service to my property?

While our crews are in the area during this initial build and for standard installations, NH Broadband is not charging an installation fee. For those who sign up after crews have left the area, a one-time \$100 installation fee may apply.

### I have a long driveway; will I have to pay extra to receive service?

For non-standard installations, such as for homes and businesses with long driveways that require overhead fiber-optic cable extensions beyond 500 feet, customers may be asked to pay extra to cover the cost of labor and materials, if they would like to receive service from NH Broadband. This will be determined on an individual basis.

### My utilities are underground what do I need to do to receive service from NH Broadband?

Fiber service from NH Broadband will “follow the power.” If your service is underground, the fiber-optic cable will follow the path of your underground power lines.

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

Service will be made available, and installations will be scheduled, on a neighborhood-by-neighborhood basis as the fiber-optic network is completed. When service becomes available in an area, NH Broadband will contact customers who have pre-ordered or signed up to review their packages and schedule their installation.

### I have already registered and the prices are different. What will I have to pay?

NH Broadband offered promotional pricing to those who registered their service address early. If you registered for that promotional pricing, you will receive it.

### How can I sign up to receive service?

***If you have already registered for service, you do not need to take any action.*** We will reach out to you for two things:

1. Permission to go on your property to bring the fiber cable to the outside of your home. Although you do not need to be home, we will be asking your permission. This request (if you have not already received one) will come from NH Broadband.
2. Once that fiber is at your house, we will reach out to schedule your in-home installation.

***If you have not registered,*** sign-up steps:



3. Hover your mobile phone over this QR code  which will take you to our sign-up page where you can walk through sign-up and package selection steps.
4. Alternately, visit [Sandwich.NHBroadband.com](http://Sandwich.NHBroadband.com) and click the “check availability” button. Select New Hampshire Electric from the drop-down menu and complete the steps to sign up and select your package.

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

NH Broadband will not require customers to sign a contract that requires a minimum term of service.

**Does NH Broadband impose data caps?**

With NH Broadband service, there are no data caps or speed throttling.

**Does NH Broadband offer seasonal plans for customers who do not live at their house full-time?**

Not at this time.

**Does NH Broadband offer phone service or video?**

NH Broadband offers phone service, and will be offering streaming TV options in the near future to all NH Broadband customers.

**Does NH Broadband provide a router to customers?**

Yes. NH Broadband will provide customers in Sandwich a Wi-Fi router, along with managed Wi-Fi (remote monitoring). For subscribers to 2 Gig Ultimate, the router and managed Wi-Fi are included. For all other packages, the router and managed Wi-Fi are available for \$4.95/month.

**Can I bring my own router?**

Yes. Customers may use their own compatible router or modem if they prefer. However, we encourage the managed Wi-Fi router add-on which enables remote monitoring from tech support. NH Broadband cannot monitor or troubleshoot customer-supplied routers.

**How does Managed Wi-Fi work?**

Through our relationship with Conexon, NH Broadband offers the MyConnectHome App for Managed Wi-Fi. Managed Wi-Fi allows for the remote monitoring of your network and connectivity, which means that we can often resolve issues even before they become visible to you. The MyConnectHome network management app, only available with managed Wi-Fi gives Managed Wi-Fi customers easy access to a snapshot view of your home or small business network. Through the app, you can view all the connected devices on your network, set up parental controls or a guest network, change your SSID and password and more.

**Does NH Broadband offer extended Wi-Fi service?**

NH Broadband offers extended Wi-Fi service for customers to expand their network range. The service is available for \$3/month/extender.

**How can I contact Customer Service?**

For questions about your NH Broadband account, call (866) 431-1928 or email [info@nhbroadband.com](mailto:info@nhbroadband.com)

**Does NH Broadband offer technical support?**

For technical support, Call (866) 431-7617 or email [support@nhbroadband.com](mailto:support@nhbroadband.com)

**Is this going to raise my taxes?**

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

**How can residents and businesses that currently receive service from another internet service provider switch over to NH Broadband?**

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.