

Chebeague Island Broadband

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Signup Information

June 04, 2024

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Chebeague Island Broadband Rollout in 2024!

The Chebeague Island Broadband project is on its way! Soon you will be seeing trucks on the island to get the utility poles ready for the new fiber line that will be installed. This process will take up to six months, after which the construction will start. We are expecting the installations to begin in the spring, with island-wide service beginning August 2024.

Every existing house on Chebeague can be hooked up for free, but only during this initial installation phase. You won't be billed for your monthly subscription until the system becomes operational (goes live). But in order to be connected you need to ask to be connected. You can also choose not to subscribe during the free install period and obtain a connection at a later date if you choose, but to be connected for free, you must sign up before construction begins. Axiom will be our internet supplier under a twelve-year contract, and they will coordinate the fiber connections.

In order to maximize the design of the network, Axiom is now starting to take orders for installation. Your early enrollment will help them better understand how the service will be designed to reach your home and to plan for the actual number of homes that sign up.

Currently, approximately half of island residents have Axiom DSL service, while the remainder have Consolidated Communications DSL service. Whether you are a current Axiom customer or a CCI customer, you will need to contact Axiom if you are interested in subscribing to the new fiber service. Also keep in mind, Axiom will no longer support the aging DSL copper lines after next year, so we encourage all residents to request installation of the fiber optic cable now, even if they wish to delay the start date of their service. It is free to do so now and over \$300 to do so in the future.

If you are a current Axiom DSL customer, they will be discontinuing your DSL service and installing a new fiber line to your home. While Axiom will assume that you will want to upgrade your service, you will still need to get in touch with them to indicate that you plan on continuing to subscribe and approve of Axiom running the new fiber line to your home and to discuss the options for the new fiber service.

There are five possible options to consider. For each of these options, just call Axiom at **207-255-0679** and let them know your situation. This will ensure that you receive the free installation.

Option #1: You currently have Axiom DSL service and wish to upgrade to the new broadband fiber network with increased speeds.

Option #2: You currently have Axiom DSL service and wish to upgrade to the new fiber network but are struggling with the cost of upgraded service. Please call Axiom to discuss the federal ACP discount program and other options that may be available to your household.

Option #3: You are a current Consolidated Communications DSL subscriber (or Hughesnet or Starlink) and wish to sign up for the new Axiom broadband fiber service. Call Axiom now to let them know you want to be connected with fiber. Once the system is up and running you can then cancel your current service (subject to any cancellation conditions).

Option #4 You currently don't have any internet service but wish to sign up for broadband: call Axiom to sign up.

Option #5: You currently don't have internet service and don't want internet service: you don't need to sign up and no one will run a fiber cable to you house. If you decide you want service later, you will be charged the actual cost of bringing Axiom back out to Chebeague.

When you call please be prepared to answer a few questions:

1. Account name, billing address and payment method (credit card, bank draft, or check).
2. Service address on Chebeague
3. Choice of speed package (Most households will find that the 50 megabits/second speed is more than adequate but Axiom can discuss with you what will best fit your needs.)
4. Whether you will be a year-round or seasonal customer.
5. Whether or not you want to lease your router from Axiom for \$7.50/ month or buy your own. Axiom will provide a list of suggested routers (available from Amazon, Best Buy, etc.) If you lease a router from Axiom, Axiom will guarantee it for as long as you use it.

Year-Round Rates

Speeds	Monthly cost: Year-Round	Options for all Tiers
50/50Mbps	\$59.99	Optional; VOIP phone- \$24.99/mo.
100/100Mbps	\$79.99	Optional: leased Router- \$7.50/mo.
500/500Mbps	\$109.99	
1000/1000Mbps	\$139.99	

If you are a seasonal customer- here are a few things to know:

- Seasonal in-season is from May 1 – October 31
- During this time you will be charged the monthly rate of the speed rate you choose
- During the six months of off-season (November - April) you will be charged \$20 per month, for which you will receive a single bill of \$120.
- In the off-season, Axiom will still provide a minimum service so you can run monitoring or camera systems
- If you choose to lease a router from Axiom (\$7.50/mo.) you will continue to be charged for that router monthly for all 12 months.

Seasonal Rates

Speeds	Monthly cost: May-October	Off months: Nov- April	Options for all Tiers
50/50Mbps	\$59.99/mo.	\$20/mo.= \$120/6 mo.	Optional;VOIP phone- \$24.99/mo. (billed year-round)
100/100Mbps	\$79.99/mo.	\$20/mo.= \$120/6 mo.	Optional: leased Router- \$7.50/mo. (billed year-round)
500/500Mbps	\$109.99/mo.	\$20/mo.= \$120/6 mo.	
1000/1000Mbps	\$139.99/mo.	\$20/mo.= \$120/6 mo.	

Additional Information:

Depending on when the service becomes available, you or a caretaker/authorized person will need to let Axiom into the house on an agreed-upon day to install the service.

For seasonal customers, initial service will not start until the seasonal customer agrees to a start date. This will allow a seasonal customer to receive pro-rated service depending on when service is available, and the customer has determined a start date. (For example: if installation is not complete until later in August 2024, the customer can decide to not begin any service until May, 2025, and not have to pay until that season begins.)

You can keep your current telephone landline with Consolidated Communications as a separate service, or you can migrate your current Chebeague landline phone number to Axiom's VOIP service for \$24.99/month, which includes unlimited nationwide calling, caller id, and voice mail.

Remember: Free installation is only available at the time of the initial roll-out. This is what the grants and special funding are paying for. After the construction crews are finished and leave the island, you will have to pay the cost to bring them back out here to do your installation. We predict this will cost about \$300 or more depending on your circumstances.

