

Town of Windsor Broadband Installation Policy

- **Installations:** Customers who sign up for Internet Service will be billed for the full installation amount on their first invoice.
- Upon activation of service, Subscribers may apply for a rebate in the amount of **\$300** from the town of Windsor toward a “curb to home” fiber installation by submitting a copy of their invoice from WiredWest to the Town of Windsor Broadband Manager at **mlpmanager@windsormass.com** and a rebate check will be issued.
- **Activation fee:** A \$99 WiredWest Activation Fee will be charged for all new subscribers and any previous customer that has been disconnected for more than 12-months
- **Cold Drops** - Not offered.
- Cost for inside installation (such as converting from a previous cold drop to full service) will be charged to the customer, plus any additional charges if adding phone service. Customers will get billed directly from WiredWest for this installation.
- **Seasonal Disconnects:** Customers may suspend their internet service for up to 12months without penalty or charges.
- **Cancelling Service:** Equipment may be returned to the Windsor Town Offices to the attention of the Broadband Manager for any customer who is cancelling service but not moving.
 - Customers will be charged for the full calendar month in which they cancel service or reinstate service.
 - If VOIP customers wish to keep their phone service, they will be switched to Phone-Only rate.

