

Charge to the Broadband Committee¹

The Broadband Committee is charged with seeing to the establishment of reliable and reasonably priced broadband Internet access for use by the residents of Warwick.

Because the existing equipment on Mt. Grace has the capacity to serve other towns, the committee is encouraged to explore and make recommendations to the selectboard about Warwick's participation in a regional broadband enterprise.

While the following activities are considered as part of the committee's overall charge, the list is neither exhaustive nor intended to limit the scope of activities]:

Develop and recommend to the selectboard policies and procedures related to broadband service in Warwick, including installation, billing, customer support and terms of service;

Develop and update as needed written information about the broadband service. This information will reflect approved policies and procedures and will be reviewed by the selectboard before being released to the public. Minor changes not related to policy or procedural changes may be made to these documents by the broadband committee without selectboard approval. This informational material will include pre-installation fact sheets to prepare the subscriber for installation, and a customer manual covering how to access and what to expect in terms of technical support, information on acceptable use and the consequence of noncompliance, and a troubleshooting guide for non-technical users before they call for technical support.

Advise the Selectboard when, whether, and how to seek improvements in the technology used for Internet service.

Develop and implement a subscriber database to be used in system planning and management, as well as billing. This database will eventually be installed on a town computer and maintained by the selectboard's designee. The committee will provide training as needed.

Draft for selectboard approval necessary documents including homeowner's permission to install the system, and a subscriber contract covering agreement to the acceptable use policy, a commitment to subscribe to the service for a minimum time period, limits of liability, billing policies and late or skipped payments, and other aspects of the Warwick Broadband relationship with the subscriber.

Recommend office practices with regard to the movement of customer payments and payment information through the non-financial portion of the payment process.

Furnish the selectboard with a quarterly report with statistics concerning subscribing households as a percentage of total households, adds and drops, and an estimate of area reached by the signal as a percentage of total town area.

¹ Draft requested by the Selectboard on June 1, approved by the Broadband Committee on June 6 for submission, and revised and adopted on June 15 by the Selectboard

Stay abreast of opportunities for state and federal grants and inform the selectboard of such opportunities. Recruit volunteers to pursue grants deemed appropriate by selectboard.

When the enterprise fund shows sufficient profit, advise the Selectboard as to priorities including, but not limited to, delegating management and repaying the \$40,000 seed money borrowed from the town for the purpose, and recommend to the selectboard unserved areas of town where expansion should be funded, as well as other policies affecting the accessibility and affordability of broadband services.

Within the strictures of state ethics law, collaborate with the town coordinator in interviewing and recommending for hire such contract employees as may be required (e.g., installers.)

It is understood that many of these activities will from time to time require information from town employees. Requests for such information will be made through the chair of the selectboard, who will, if they are deemed appropriate, relay them to the appropriate individual.