

Charlemont Fiber-Optic Broadband

Charlemont Construction Complete

Every home or business that requested a connection to the municipal fiber network has now been built and is connected!

Getting Connected

Internet service is provided by Whip City Fiber, a division of Westfield Gas and Electric. You can sign up for service at www.whipcityfiber.com/charlemont or by calling 413-485-1251. Internet service is \$79.99 per month for 1 Gbps and optional phone service is an additional \$19.99 per month.

Connection Subsidies

Although the construction subsidies have closed with the end of the construction period, Charlemont is making available a subsidy **up to \$500 for a new service installation at any location not previously activated**. This subsidy requires service activation, a one year service commitment and will have a \$200 early termination fee if service is canceled before one year (same as the cancellation policy during construction). This subsidy is available to locations which previously received a cold drop subsidy.

Service Discounts

The federal government is offering the Affordable Connectivity Program (ACP) that offers a discount to eligible households to connect to internet services. A discount of \$30/month (\$39/month if combined with the FCC Lifeline program) for households that qualify based on income, participation in certain assistance programs, or having a student at Hawlemont. If any member of the household qualifies, the subsidy is available!

See <https://www.whipcityfiber.com/promo/acp/> for details. The customer support team at Whip City Fiber can help complete the application.

Service Quality

The performance of Charlemont's municipal network has been quite good for almost all subscribers. However, if the quality of your internet service has not been reliable or has degraded since the initial installation, please contact Whip City Fiber Technical Support to get the problem corrected.

Technical Support | 24 hour service
1-413-485-1204
833-WCF-HELP (833-923-4357)
techsupport@whipcityfiber.com

If your issue has not been resolved satisfactorily by Whip City Fiber, please let the Charlemont Broadband team know by email to broadband@townofcharlemont.org or by phone at (413) 337-1199. To paraphrase the old saying, if you're happy with your service, tell a friend, if not, tell Charlemont Broadband!

Outages

If you experience a service outage, call Whip City Fiber tech support as listed above. During a power outage, your internet and the related phone service will not work unless you have backup power to the ONT where service enters the house and the router. You can purchase an uninterruptible power supply (battery backup) for this. After power is restored, if your internet is not on please call Whip City Fiber and report the outage so they will dispatch a crew to restore service. If they know about all of the service outages, this makes the repairs more efficient and cheaper for the town.

Finances

The construction of the network came in under budget. The network is operating in the black, with subscription revenue covering all network expenses and debt payments plus reserve funds for future maintenance and upgrades. The network does not impact the town tax rate.

Current Projects

There are two areas of focus for future development of Charlemont's municipal fiber network: reliability and affordability.

The reliability and operating expenses of the network are being improved using a five-town Community Compact Cabinet Municipal Fiber Grant. Completion is expected this summer on a "Northern Ring" that will provide redundant pathways between Charlemont, Colrain, Heath, Leyden, and Rowe that connect to multiple cost-effective fiber providers.

Charlemont is also participating in a Digital Equity study grant to explore ways to reduce the cost of service for subscribers, especially those with limited or fixed incomes.

One of the best ways to ensure the health and affordability of the municipal fiber service is for all residences and businesses in Charlemont to subscribe! Please spread the word!