ISLAND WIDE BROADBAND NETWORK
FAQs

Contents

Why vote "YES" for Broadband on July 27th?

1. **Why now?**
    It may be now or never. The Town now has its best opportunity to obtain up to $3.2 million in federal funding to help defer the costs of building and operating a broadband network. Showing a strong commitment from the Town to build a network will be looked upon favorably by the FCC reviewers, and with this commitment we have the best chance of an award that will offset some of the network capital and operating costs. We have a viable network design, operations and internet services proposal in hand and a quality vendor team prepared to execute it – this proposal expires in October, 2020

2. **Does Block Island really need this this network?**
    Yes. Access to high quality broadband is a critical requirement for the future viability of the community. Broadband infrastructure is much like road, electrical, water and sewer infrastructure. Not everyone will opt to use broadband, but it is necessary for our community to thrive – and the COVID-19 experience has underscored that need. If built, the return on this investment for Block Island residents, businesses and visitors include:
    *   greater opportunity for businesses to thrive
    *   telemedicine options for all residents, especially the aging population
    *   effective distance learning, virtual meetings, and virtual family/friend connections
    *   greater opportunities for the younger population to remain on island, with broader work and education options
    *   broader news and entertainment options for all
    *   greater opportunity for seasonal residents to spend more time on Island
    *   opportunity to maintain and even grow the year-round population

3. **Why does the Town need to build it…wouldn't it be less expensive if someone else built it and we just subscribed like they do on the mainland?**
    After 7 years, the Town has received no viable offer to build here. Block Island is not an economically feasible place for a commercial broadband provider to build. In 2015, Cox Communications expressed interest in bringing infrastructure and internet service to the Island. After financial analysis, they concluded it would not make good business sense for them. Five years later the need is greater, but the options are not.

4. **Why not build this project in less expensive phases over a longer time period?**
    The risk with a multi-phase project is that Block Island winds up with a partially-built system; the Town has decided not to expose residents to that risk. A single phase approach provides the opportunity to take advantage of economies of scale and a federal grant opportunity that requires an "all or none" approach to building infrastructure. In the long run, this approach will cost less.

5. **Why are we building a fiber network - isn't there a less expensive option?**
    The Town listened to the community when it expressed concern about the cost of a fiber network and the availability (or near-availability) of other, less expensive technologies. Rather than dictate a specific technology, the Town issued an RFP for the island wide network that established capability, reliability and customer experience standards, but left the choice of technology to proposing vendors. Of the 7 proposals received, the most viable proposed a fiber network that builds upon the foundation of the CAI network already in place.

    The Committee also endeavored to stay abreast of emerging technologies over the years - Google fiber, 5G, SpaceX LEOs and recently Apple LEOs. Particularly for LEOs (Low earth orbit satellites), there is no verifiable information available on plans for availability (date and locations), capability, capacity, reliability or cost. The best available projections are that Apple hopes to launch its project (which is targeted to provide direct internet to Apple devices only) within 5 years. And this goes for SpaceX's project as well – although approved to file the RDOF short-form application, they still need to prove to the FCC that they can deliver low latency performance.

6. **Who will own the network?**
    The Town will own the network, including all underground and aerial network backbone cabling, cabling that connects each home and business, all network electronics and the equipment used by subscribers to connect to the network. This ownership gives ultimate management and control of the network and services offered over it to the Block Island community.

What will the network provide?

7. **Can you explain the design of the network in simple terms?**
    The network will connect all homes and businesses on Block Island to the mainland via the subsea cable, so that anyone who wants high-speed internet and related services such as streaming TV, and telephone services can become a subscriber. The existing CAI Network aerial fiber-optic backbone that runs from the Town's Telecom Building on Beach Ave to the Medical Center on Payne Rd, will be expanded to enable service to all on island streets and neighborhoods. A final fiber connection (known as a "drop") will run from the backbone into to each premise, and equipment will be provided to enable user devices at the premise to connect (with a cable or wirelessly) to the network and subscribe to services, similar to how internet services are currently provided. The network will offer multiple tiers of service at affordable prices, and allow room to expand in the future as individual and community needs evolve.

8. **What is the expected life of the undersea cable, on-island fiber and network electronics?**
    At least 20 years, and probably more. Since this cable also carries power to the island, it is reasonable to assume that the cable (and its replacement, decades from now) will provide a permanent connection.

The on-island fiber network will have a similarly long lifespan, generally planned between 20 and 30 years and possibly more, based on the history of fiber optic networks that have been operating for decades. The fiber itself is warrantied for 25 years. With regular and appropriate maintenance and upkeep, which is built into the cost of the network from the beginning, the network will last indefinitely.

Although the electronics that enable service over the fiber have a variety of different useful life values, the cost of capital equipment replacement is factored into the project budget. On island electronics will be housed in the Town's Telecommunications Building (at 10 Beach Ave) and within residential/business structures, safe from the elements.

9. **Will the network serve all users on the entire island?**
   It can. The network is designed to provide direct service to every occupied premise on the island, and residents can choose to subscribe from the beginning, sometime later or not at all. It also leaves available capacity to provide service at parcels that don't currently have any buildings on them, but that are identified as buildable.

10. **Will the service be overhead on poles or delivered underground?**
    Both. Fiber will be run to each premise in the same way (underground or aerial) that the premise receives power and/or telephone service.

11. **Will property owners be required to rewire their houses to connect to fiber?**
    No. A fiber "drop" cable will be run to an interface on the exterior of each premise, similar to a Verizon telephone interface box. Those that subscribe to internet service will be provided a Town-owned internet router that enables the customer to connect via an Ethernet cable or wirelessly. Having standardized network equipment at every location enables more efficient and effective troubleshooting and a better customer experience.

Installation and Equipment

12. **How does the Town plan on handling fiber installation to individual homes and businesses?**
    The Town will run a cable (called a "drop") to a small weatherproof box on the exterior of each premise (near where electrical or telephone wiring comes into the house), whether or not the owner chooses to subscribe. This takes advantage of economies of scale, as it is much less expense on a per-premise basis to do all the drops at once rather than one by one as individuals decide to subscribe to service. In a similar vein, not everyone subscribes to landline phone service or runs off BIPCO power, but the cables to provide those services are generally present at the house anyway.

Of course, an owner can refuse the Town permission to run a drop to their premise. However, if they change their mind at a later date, they will bear the actual cost to do so at that time. Each property will be different, but costs in the range of several thousand dollars are not unlikely.

All drops will be installed in the same manner (overhead or buried) as the house currently receives power and telephone service. Fiber burial will use a technique called micro-trenching in an effort to minimize the extent of excavation required. Think scalpel, not bulldozer. You do not need to be onsite for installation of the fiber drop, but will need to be there for the final install of equipment and services inside.

If you have concerns about the specific location or routing, feel free to discuss them when the Town approaches you for permission to run the cable.

13. **What about the installation of the inside equipment?**
    If you chose to subscribe to one or more services, you will need to be home for the installation of inside network cabling and equipment that will occur once the fiber drop has been installed. This will be done by a "clean" crew member that will wear booties covering their shoes inside your premise.

14. **What is the equipment that will be installed? Is there a warranty on it and who fixes or replaces it if it breaks?**
    For a typical home, equipment will include: a micro optical network terminal (ONT) with wall mounting bracket, approx. 1.5" x 3.5" x 3.5"; micro uninterruptible power supply (UPS), approx. 6.4" x 1.69" x 1.96"); and broadband 1G Wi-Fi router, approx. 9" x 2.5" x 3"). The size may vary for a more complex installation. The ISP (Crocker) will arrange for equipment replacement if needed, and the Town will retain an inventory of spares on island for that purpose. Manufacturer warranties apply for all equipment.

15. **Is there a monthly cost for this and can I buy or provide my own?**
    There is no monthly cost for the equipment. To provide the best customer service experience, each subscriber will have consistent equipment enabling the Crocker representatives to troubleshoot user problems efficiently and effectively.

16. **Can I use my own router / wireless access point like I do now?**
    Subscribers who prefer to manage their own networks may do so downstream from the ONT equipment provided.

Network Operations

17. **Who will run the system and provide technical or customer support?**
Under a contract with the Town, the vendor team of Sertex (who built our CAI Network) and Crocker Communications (who also responded to our 2015 RFI) will operate the network under contract with the Town. Crocker is an ISP with an excellent customer service record located in western Massachusetts with 50+ years of providing communications services and 20+ years of experience providing internet access. This team will handle all aspects of network operations. Crocker will also serve as the internet service provider (ISP) and handle all direct customer support (including billing). Crocker and Sertex will monitor the network to ensure its optimal functioning, and collaborate seamlessly as needed to resolve issues at the customer location, involving the network electronics, and/or involving network fiber and connections. When onsite maintenance is required, Crocker will dispatch the appropriate resources to effect repairs.

18. **What if something happens to the undersea cable?**
The undersea cable is owned and maintained by National Grid. In general, the deep portions of subsea cables are very reliable. The main risk of damage to subsea cables is where they are in shallower water and vulnerable to fishing nets or dropped anchors. They are typically buried deeply enough to mitigate this concern. In the event of damage, National Grid will repair the cable in accordance with its agreement with Deepwater Wind and its legal obligations to provide power to Block Island. As noted above, it is reasonable to assume that the cable (and its replacement, decades from now) will provide a permanent connection. In the future, the Town will consider a backup microwave connection for the fiber network.

19. **What happens in a power outage? Will it still work?**

    Each customer's terminal (ONT) equipment includes a micro battery backup that will provide up to 8 hours of backup power for the ONT. Telephone alarm lines will be connected directly to a port on the ONT and protected by this battery backup. Equipment in the Town's Telecom Building is backed up by both battery and generator systems, and can run for over 24 hours without grid power.

20. **Will the equipment use much electricity at my home to run it?**
The terminal equipment uses about as much power as a standard Wi-Fi router or other small electronic device.

21. **Will privacy protections be in place so the Town or ISP or maintaining authority will not be able to see my Internet use?**
Neither the network operator nor the Town will monitor or log residents' internet use aside from to the extent necessary to provide service and troubleshoot. Crocker's privacy policy is available on its website, www.crocker.com.

Services Provided on the Network

22. **What broadband services will be offered by Crocker?**
Crocker is offering both internet and telephone services, each with options. The network will have the capacity to handle any application being built for internet users, from highly interactive websites to high-definition video. The service offerings and associated costs will appeal to both low-end and high end users alike.

23. **Are there installation fees associated with the services?**
Yes, however the Town is proposing that these will be waived for those that subscribe at the time the network is deployed. The typical installation fee for internet, voice or internet bundled with voice after that is $39.95.

24. **What internet speeds will I get?**
Subscribers will be offered multiple internet speed tiers from 25Mbps to 1 Gbps for both upload and download. Higher speeds will be offered at the industry standard "best efforts" level and at a "guaranteed" level.   In comparison, the highest on-island Verizon DSL speed is .768Mbps download and .128 upload. 4GLTE wireless broadband is capable of between 5 and 12 Mbps download and 2 to 5 Mbps upload. Internet speeds and associate services levels are that will initially be offered include the following. Note that there are no data usage limits or caps.

Speed (Up/Down)	Service Level	Data Limits/Caps
25/25	Best Effort	None
50/50	Best Effort	None
100/100	Best Effort	None
1G/100	Best Effort	None
100/100	Guaranteed	None
1G/1G	Guaranteed	None

25. **What internet speed will I need?**
The answer to this question depends on what service you will use and how many people/devices will be using services at the same time. If you aren't sure, start with 25Mbps. You can always go higher if you need to. It's important to note that the speeds are "symmetric", which is not the case with typically carrier services. Carriers may offer 25Mbps download, but the upload is typically 3Mbps. Upload speeds impact file uploads (to Google Drive, Dropbox, etc.), but they also impact video quality, such as with Facetime, Skype, Zoom. Here's one rule of thumb for 1 to 3 concurrent users/devices:
- Check email and browse the web: 1-5 Mbps
- Stream HD content: 15-25 Mbps
- Stream 4K content and play competitive online games: 40-100 Mbps minimum

· Stream 4K content**,** play online games, and download very large files: 200+ Mbps minimum

The experience using an internet connection depends on several factors:

· How many devices are connected and in use simultaneously?
· How many people are streaming video from Netflix, YouTube, or another service?
· Are you using your home WiFi for competitive online gaming?
· Do you frequently need to send large files for work?
· Do you regularly stream 4k video, or do you mostly stick to simple online tasks?
· Do you get frustrated easily if your game lags or your webpage takes a while to load?

A number of online guides are available, including https://broadbandnow.com/guides/how-much-internet-speed-do-i-need .

26. **Will I be able to make phone calls using the fiber service?**
Two types of phone service will be available. You may choose to subscribe to landline phone services offered by Crocker, which include unlimited (up to 17+ hours) calling in the continental US and can be used with your existing phone jacks and landline phones. Alternatively, you may want to subscriber to a third-party internet phone service (VOIP) provider option. There are many providers to choose from and you can typically use either a computer, mobile phone, or a landline phone, with an appropriate adapter sold separately. This type of phone service is not provided by Crocker and will simply use your Internet connection.

27. **Can I keep my existing landline phone number if I choose the Crocker phone service?**
Yes.

28. **My cellular provider offers me Wi-Fi calling with my cell phone. Will the new service offer this even if my home lacks cell phone coverage?**
Yes, you will be able to use your cellular provider's Wi-Fi calling feature with the fiber internet service, provided you have a compatible handset and you activate the feature with your provider. Check with your provider for further details.

29. **How will E911 work?**
E911 will work the same as it does today for the end user.

30. **Do I have to subscribe to both telephone and internet service?**
No. You can choose to subscribe to either, both, or neither.

31. **Should I keep my Verizon telephone landline service, or save money and cancel it?**
It's up to you. You can keep your Verizon landline service, move your number to the fiber service, or keep your landline number and get a new number for the fiber service. The phone service offered through the fiber network will have the same or better quality than currently

available. If you are worried about power interruptions and the existing eight-hour battery backup isn't sufficient for your needs, you can either install a bigger battery, set up a generator, or keep Verizon landline service.

32. Will the network provide TV service as well?
Not directly. The Town's RFP asked vendors to proposed TV services, but none did. Please see the next question for TV alternatives.

33. Is my only TV option satellite TV?
No. The high-speed internet service offers you choices if you currently have no TV or want to replace or supplement your satellite TV. With a Smart TV, you may stream ultra-high-definition content from Netflix, Amazon, HBO, Showtime, and many others, as well as stream multiple 4k programs at once while surfing the web and video chatting with people on the mainland.

Additionally, you may choose to subscribe to one or more of many internet TV streaming services and package offerings. A comparison chart of several popular choices, offering both cable and local TV channels, is provided separately. Most have a free trial period that allows you to see whether it's for you.

34. Can I still use my existing email address?
If your existing email address is tied to your current internet provider, you will need to check with your provider to determine whether they require you to subscribe to their service as a condition of keeping your email address. If your email is not tied to a provider (such as those from Gmail, Yahoo, and others) then you can use your existing email regardless of your existing ISP.

35. Can I obtain a fixed public routable Internet Protocol address? Is there a charge for this?
Subscribers who choose to may obtain a static IPv4 address and/or a static block of IPv6 address space for an additional charge.

36. What service reliability can be expected?
Fiber-optic cable is a very reliable and well-established technology. The only real danger of service interruption comes from storm damage, generally the result of fallen trees or poles. The ADTRAN core network equipment that will be used is very reliable as well. If and when there is a problem, our vendor team of Sertex and Crocker is expected to respond quickly.

37. Will the service ever have congestion? Are services prioritized?
We expect the network to be operated in a manner consistent with network neutrality. Services are not prioritized, though Crocker may take steps to ensure that subscribers experience consistently high quality phone calls. The Sertex/Crocker team will also take the steps necessary to avoid network congestion so all users have a reliable high-speed connection. The network monitoring software to be implemented will enable Sertex, Crocker and the Town to have visibility into real-time network performance.

38. Will there be Wi-Fi hotspots on the island for visitors or other non-subscribers?
Not initially. The Sertex team proposal includes an option for public Wi-Fi in the downtown area, and the fiber network to be constructed will provide the foundation to implement Wi-Fi. In order to ensure success of the initial project, this project has been deferred for now. The Town anticipates that costs of the future Wi-Fi implementation will be offset by Wi-Fi subscriber revenues. The Town will also be pursuing grant opportunities (which appear to be available) specific to providing connectivity in downtown areas. Existing subscribers on the Town broadband network will be able to use the Wi-Fi free of any additional charge.

What will it cost as a Subscriber and/or Taxpayer?

39. How much will internet service cost a subscriber?
Service tiers and rates proposed by Cocker follows. These will be paid directly to Crocker by each subscriber on the network.

The following service levels and pricing will apply to most network users. Even though these have the industry standard "Best Effort" designation, high performance can be expected at all tiers since they have symmetric upload/download speeds.

Speed (Up/Down)	Service Level	Monthly Charge (with or without 1 or 2-year contract)
25/25	Best Effort	$24.95
50/50	Best Effort	$29.95
100/100	Best Effort	$39.95
1G/100	Best Effort	$49.95

The Town is proposing that service installation is included if the subscription is started at the time of network installation. The fee for later installation or reconnect after disconnect is $39.95.

The following service levels and pricing will apply to users requiring a guaranteed service level. These services typically apply to large businesses or users with specialized usage that requires guaranteed performance.

Speed (Up/Down)	Service Level	Monthly Charge (with 2-Year Contract)	Monthly Charge (with 1-Year or no Contract)
100/100	Guaranteed	$100.00	$150.00
1G/1G	Guaranteed	$800.00	$1,000.00

The Town is proposing that service installation is included if the subscription is started at the time of network installation. The fee for later installation of guaranteed service levels or reconnect after disconnect is $200.00.

40. How much will phone service cost as a subscriber?
Two types of phone service will be available on the network. A customer may choose to subscribe to landline phone services offered by Crocker, which include unlimited normal use calling in the continental United States (up to 1000 minutes per month) and can be used with existing phone jacks and landline phones. Phone service includes voicemail, 3-way calling, caller ID and call waiting. Business telephone services are also available.

Service	Monthly Charge (with or without 1 or 2-year contract)	Long Distance Rate per Minute (Standard International)	Installation Price (Late or Reconnect Only[1])
Voice with Internet Bundle	$19.95	$0.02990	$39.95
Voice Only	$24.95	$0.02990	$39.95

[1]The Town is proposing to waive Installation for initial subscribers. Installation price would apply only to new customers joining after the build or those who choose to reconnect after disconnection.

Alternatively, a customer may want to subscribe to a third-party internet phone service (VOIP) provider. There are many providers to choose from and the customer can typically use either a computer, mobile phone, or a landline phone, with an appropriate adapter sold separately. This type of phone service is not provided by Crocker and will simply use the Internet connection.

41. Are there seasonal service options available?
Based on the pricing above any customer may elect their preferred contract term and disconnect/reconnect service for the charges indicated.

42. Is there a separate service installation charge?
The Town is proposing to waive Installation for initial subscribers. Installation price ($39.95 for most services) would apply only to new customers joining after the build or those who choose to reconnect after disconnection.

43. How much will it cost as a taxpayer to build the network?
Current projections call for a taxpayer with a $1m property valuation to see a $23 per month increase in their annual tax bill. This amount would run for the life of the bond. Receipt of RDOF funding could offset the tax increase by up to $13 per month.

44. **What is the cost to the Town to maintain the network?**
The cost of maintaining the network assets is built into the network operations and maintenance charge (O&M). This is billed through Crocker on a monthly basis to cover Town costs of operating and maintaining the system such as transport, insurance, administrative costs and a capital equipment replacement reserve and is currently estimated at $32 per month per subscriber. Fiber maintenance is typically required only when significant storm damage occurs. Other electronics will require replacement over the life of the fiber or to accommodate growth of network usage over time.

45. **How can I determine what my total costs might be?**
An internet subscriber choosing a 50/50 Plan ($29.95), bundled with voice ($19.95) and owning a $1 million property ($23 tax bill) would pay a total of $105 per month. This includes the $32 Operating & Maintenance charge.

    Additional examples of different service levels and household choice can be found in the document Island Wide Broadband Network Preliminary Subscriber Service and Pricing Examples.

46. **Can I pay with a credit card or a check and is a deposit required to start service?**
We expect that both of these forms of payment will be accepted and no initial deposit is required.

47. **Are they any price reductions for low income or elderly subscribers?**
FCC Lifeline support may be available for those that qualify, in the form of a reduced monthly service rate. Town participation in the FCC Lifeline program is a requirement if RDOF funding is received; the Town may wish to create a similar program even if it is not a federal requirement. Current understanding is that any subscriber that would qualify for free or reduced school lunch will qualify for Lifeline support.

Other Financial Considerations

48. **What Federal or State assistance can we expect, both for capital expenses and operational costs?**
In conjunction with Crocker and Sertex, the Town is currently pursuing the FCC Rural Digital Opportunity Fund (RDOF) grant. Like other federal funding opportunities, this is subject to a competitive bidding process, so there is no guarantee of an award or amount of an award. Currently the maximum amount available for Block Island is $3.2 million over 10 years. We are estimating $2.25 million in our models as a reasonable estimate. Showing a strong commitment from the Town to build a network will be looked upon favorably by the federal reviewers, and we believe with this commitment we have the best chance of an award that will offset at least some of the capital and operating costs of the network.

Alternatives to the Proposed Fiber Network

49. **Did the Town consider alternative network technologies and ownership models?**
Yes, it did. When the Broadband Working Group issued its RFI for internet services, it included a potential operating model, targeted at Verizon and Cox, where the respondent could build, own, and operate its own network and use the Town's subsea fiber strands for connectivity to the mainland. In addition, Tilson and the Town reached out to Verizon and Cox to ask them to respond to the RFI. Neither Verizon nor Cox was interested in responding to the RFI or building out service on Block Island.

50. **Why not build a coaxial cable system, like those used by Cox or the old Block Island Cable Co? Wouldn't that be cheaper?**
Modern cable networks actually use fiber optic cables extensively, and only the last part of the network connecting to the customer is not fiber. With upgrades, cable companies can deliver fiber-like speeds over coaxial cable systems, so companies that already have these networks built often find it is cost-effective to extend and upgrade them instead of replace them. Building a new coaxial cable system, however, is not less expensive than building a new all-fiber network, and an all-fiber network can deliver even greater capacity.

51. **Why can't we just all use satellite internet service?**
You can, however it will be more expensive and less reliable than comparable speeds offered by Crocker. Because of high latency (communications delay especially noticeable with video communication), satellite service does not meet the FCC minimum standard for internet. Satellite plans often include data caps and overage fees. Bad weather can also interfere with satellite service.

52. **Why can't we use LTE mobile data, like from Verizon Wireless, AT&T, T-Mobile, or Sprint?**
LTE is great for mobile use, but under data plans commonly offered, there are downsides for households and businesses that want to rely on it for primary internet access. LTE data plans often come with data caps, and users that exceed those caps pay extra. Home and business monthly internet consumption commonly exceeds the usage allowance on many mobile plans. Even "unlimited" wireless data plans may slow down or "throttle" usage that exceeds a certain monthly data threshold. There may also be limits to the amount of data that can be shared with other internet devices in the home, such as home computers through mobile phone "tethering." In fact, many mobile phone users control their monthly mobile data consumption by using in-home or in-business Wi-Fi when it is available, an option that works best when that Wi-Fi is connected to great home or business internet service. The proposed fiber network is designed to provide truly high-speed service without any usage caps.

In addition, cellular providers on Block Island use a microwave link to the mainland, which gets overwhelmed in the summertime. One of the benefits of the proposed network will be better, fiber-fed service to home, business, and public Wi-Fi hotspots. Offloading more of the data

traffic from mobile phones from cell towers to Wi-Fi can reduce congestion on cellular networks, and provide a better experience for all cellular users.

53. **Why doesn't the Town just make a deal with one of the wireless operators like AT&T or Verizon and give everyone a discount deal on service?**
The wireless operators still use their own microwave links to provide backhaul connectivity to the mainland. The available bandwidth is a tiny fraction of what is available on the subsea fiber. During times of peak use, the service would still encounter the same problems it always does. While it's possible that providers might be interested in buying capacity on the fiber, they have not indicated a desire to do so. Also, wireless carriers usually impose highly limiting data caps. Lastly, these companies are not likely to be interested in such a deal. They already have people on the island paying top dollar for highly variable service. Why would they want to contractually reduce their revenue in exchange (presumably) for committing to an expensive buildout of services?

Other Project Questions

54. **By offering phone service on this network, will Verizon leave the island as a phone provider?**
Currently, Verizon is legally required to provide phone service to all premises on Block Island that request it. This is called being the "provider of last resort." They cannot leave the island. However, there is no guarantee that these policies will remain in place indefinitely into the future, even if the Town does not build a network. Should Verizon be relieved of provider-of-last-resort obligations, the Town's proposed network would provide a ubiquitous network on the Island capable of delivering telephone service.

55. **Will having access to high-speed broadband services increase the value of my home or rental?**
Although there are no guarantees, modern property appraisals do take availability of broadband service into consideration. Island realtors have long held that a high number of prospective renters do factor that into their vacation decisions and it is becoming more and more critical. Prospective buyers are also identifying adequate connectivity as a necessity when they evaluate their potential investment.