



September 15, 2025

Dear Neighbor,

We are excited to share that the Town of Shutesbury has received a state grant to help bring affordable broadband service to every household in town. Thanks to this funding, we can now offer significant savings on new broadband installations.

We want to offer every home in Shutesbury an affordable, fast, reliable internet connection through our town-owned municipal broadband services.

What's Being Offered

- **Free Estimates:** Every unconnected household is eligible for a free installation estimate.
- **Lifeline-Eligible Households:**
 - **Free Installation up to \$5000 per home.**
 - **First Month of Internet Free**
 - **Additional monthly discount** through ShutesburyNET's Subscriber Support program (bringing your monthly cost down to **\$38.75**).
- **All Other Households:**
 - **\$500 off** new broadband installation then \$66/mo for service.

If you have questions, please contact us at 413-345-2855.

Thank you for helping us build a connected community.

Sincerely,

Your ShutesburyNET Broadband Team

SEE REVERSE SIDE FOR AN INSTALLATION CHECKLIST!



CHECKLIST FOR NEW INSTALLATIONS

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1. Apply for Lifeline (if you think you qualify):

- Go to: <https://shutesbury.org/broadband/lifeline> to apply. (If you need a paper application mailed to you call 413-345-2855.)
- Complete the Lifeline application. This determines your eligibility for free installation, one free month, and the ongoing monthly discount.

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2. Call to Request Your Free Estimate:

- Contact ShutesburyNET Customer Service at 855-415-7592 by **December 31, 2025** to schedule your estimate. This is free for everybody, regardless of your Lifeline eligibility.

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3. Wait for Eligibility Letter then Call for Installation

- When you receive your eligibility letter for Lifeline, schedule your installation with ShutesburyNET Customer Service at 855-415-7592 and let us know you qualify for free installation through Lifeline.

Free installations must be completed by **June 30, 2026**.