

ShutesburyNET/SHELD Customer Service Policy

Line or Equipment Moves (for renovations, repairs, landscaping)

Examples: Tree work, painting, driveway repair, etc.

Scheduling: Next business day. Immediate dispatch available for an added cost.

Cost: You are responsible for charges.

Service Outage

What you do: Confirm the ONT is plugged in and receiving power. We can check if a signal is reaching your home. ONT = Optical Network Terminal (the small black box the size of a deck of cards where the router plugs in)

Our response: Technician dispatched immediately or next day (your choice, including weekends and evenings).

Cost: No charge.

Damaged Equipment

No Charge: If damage is caused by storms, weather, water, insects, vermin, or falling trees.

You are charged if damage is due to negligence, accidents, or intentional removal (e.g., house painter removes equipment, fiber cut during tree work, pet damages router).

Phone Service Issues (Internet working, no phone service)

What you do: Test the phone jack on the ONT.

If jack works: SHELD does not provide in-home wiring services. You will need an electrician or other technician.


If jack does not work (or you are unsure): We will send a technician at no cost to confirm phone signal is reaching your home.

Internet Working and Service Confirmed, but No Service on Devices

What you do: Work with a technician who will walk you through basic troubleshooting over the phone. We will also confirm a signal is reaching your home. If the issue cannot be solved, a technician will be dispatched.

What to expect: Same day dispatch if reported before 1:00 pm; next business day otherwise (no weekends).

Cost: No charge to you, covered by temporary Massachusetts State Grant for Digital Literacy.

 *Reminder: Our prime responsibility is to make sure that a fast, reliable internet signal is reaching your home and the router we provide is in good working order. Due to the variability and wide range of in-home devices that connect to home WiFi networks we will do our best to provide help but can't guarantee we can solve all issues for your devices.*