

The following broadband internet service rates are hereby established:

(1) *Residential.* The following rate schedule is applicable to any residential customer, including private dwellings and individual apartments supplied at one (1) point of delivery (measured by individual service unit). These rates are applicable within the city limits of Houston:

a. *Monthly service levels for residential customers.* All residential customers within the city limits shall pay a set monthly fee for broadband internet service based upon service maximum download speeds. This speed is capped based on that service and speeds will generally run between the guaranteed minimum download speed and the maximum capped download speed based on their monthly rate, except during interruptions in service.

Residential Bronze	25 Mb/second download	\$30.00 per month
Residential Silver	50 Mb/second download	\$55.00 per month
Residential Gold	100 Mb/second download	\$70.00 per month
Residential Platinum	1 Gb/second download	\$90.00 per month

b. *Installation fees for residential customers.* All residential customers shall pay a one-time initial installation fee of one hundred dollars (\$100.00) to set up service at their location, along with a monthly equipment rental fee of three dollars (\$3.00) per month. The initial installation fee must be paid in full before an additional subsequent account can be activated by that individual.

c. *Payment.* Once installation is complete, one invoice will be sent out immediately upon account activation which will include the one-time installation fee, monthly bandwidth package fee, and router rental fee. This is due 10 days from the date of account activation. The bandwidth service and monthly rental fee is pro-rated from the activation date until the next billing cycle. Billing will normalize the second month with all regular fees which include the selected bandwidth package and monthly ONT (router) rental fee. A second invoice will be generated from our systems on the 8th for the upcoming month's service and are payable on the 20th. All monthly fees are due and payable on the 10th day of the month. A late fee of 10% will be assessed after the 20th and disconnections will occur on the 25th of the month at 10:00 am if not paid in full. Billing notifications are sent via email.

d. *Residential classification.* Residential customers are those customers who are using their internet services for personal use at their place of residence. Customers should expect services that are primarily for recreational or entertainment purposes. Customers requiring essential services that allow them to conduct business (such as static IP addresses and/or synchronous upload/download speeds) should convert their service to a business or commercial service where such amenities are offered.

e. *Damages.* The following rate schedule is applicable to any residential customer, including any building to which service is connected which is being used primarily for residential purposes.

Damaged Fiber Optic Cable: (Exterior Two-Strand Cable)	(Usually entails 1 to 2 splices per customer) per occurrence	\$100.00 per splice
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Damaged Fiber Optic Jumper Cable: (Interior Patch Cable)		\$20.00 per occurrence
Damaged Fiber Optic Pig Tail: (Internal Jumper inside of NID)		\$20.00 per occurrence + \$100.00 per splice
Damaged NID (Network Interface Device)		\$50.00 per occurrence
Damaged Wall Plate		\$20.00 per occurrence
Damaged Router (ONT)		\$200.00 per occurrence
Hourly Technician Rate	Per Deployment	\$100.00 per hour

- (2) *Business.* The following rate schedule is applicable to any business customer, including any building to which service is connected which is being used primarily for business purposes. These rates are based upon pre-fiber installation. Business rates are charged in "units of service":

Business Broadband Basic	50 Mb/second download	\$75.00 per month
Business Broadband Bronze	100 Mb/second download	\$125.00 per month
Business Broadband Silver	250 Mb/second download	\$170.00 per month
Business Broadband Gold	500 Mb/second download	\$210.00 per month
Business Broadband Platinum	1 Gb/second download	\$250.00 per month

- a. *Installation fees for business customers.* All business customers shall pay a one-time initial installation fee of one hundred dollars (\$100.00) to set up service at their location, along with a monthly equipment rental fee of five dollars (\$5.00) per month. The initial installation fee must be paid in full before an additional subsequent account can be activated by that business.
- b. *Rates for each unit of service.* Each unit of service includes a single public dynamic IP address for business use.
- c. *Additional addresses.* If it is determined that customers need to keep their existing firewall/router or need to purchase a firewall/router to ensure adequate network operations, requests for Bridged Mode capabilities will require the use of static IP addresses. Customers who request these services, or if it is determined by the City of Houston Fiber Department that such services are needed, customers in the Business rate of service will be moved to the Commercial rate of service. The Fiber Department has the final authorization to determine such needs.
- d. *Amenities.* This business service includes many amenities not included in residential service, to include:
 1. Service level agreement (SLA) that guarantees prompt repair and/or replacement of any failed system components; Currently not offered.
 2. Sharing of bandwidth between multiple devices within the business.

3. Prioritization of network traffic.

e. *Payment.* Once installation is complete, one invoice will be sent out immediately upon account activation which will include the one-time installation fee, monthly bandwidth package fee, and router rental fee. This is due 10 days from the date of account activation. The bandwidth service and monthly rental fee is pro-rated from the activation date until the next billing cycle. Billing will normalize the second month with all regular fees which include the selected bandwidth package and monthly ONT (router) rental fee. A second invoice will be generated from our systems on the 8th for the upcoming month's service and are payable on the 20th. All monthly fees are due and payable on the 10th day of the month. A late fee of 10% will be assessed after the 20th and disconnections will occur on the 25th of the month at 10:00 am if not paid in full. Billing notifications are sent via email.

f. *Damages.* The following rate schedule is applicable to any business customer, including any building to which service is connected which is being used primarily for business purposes.

Damaged Fiber Optic Cable: (Exterior Two-Strand Cable)	(Usually entails 1 to 2 splices per customer) per occurrence	\$100.00 per splice
Damaged Fiber Optic Jumper Cable: (Interior Patch Cable)		\$20.00 per occurrence
Damaged Fiber Optic Pig Tail: (Internal Jumper inside of NID)		\$20.00 per occurrence + \$100.00 per splice
Damaged NID (Network Interface Device)		\$50.00 per occurrence
Damaged Wall Plate		\$20.00 per occurrence
Damaged Router (ONT)		\$200.00 per occurrence
Hourly Technician Rate	Per Deployment	\$100.00 per hour

(3) *Commercial.* The following rate schedule is applicable to any Commercial customer, including any building to which service is connected which is being used primarily for Commercial purposes. These rates are based upon pre-fiber installation. Commercial rates are charged in "units of service":

Commercial Broadband Basic	50 Mb/second download	\$115.00 per month
Commercial Broadband Bronze	100 Mb/second download	\$165.00 per month
Commercial Broadband Silver	250 Mb/second download	\$210.00 per month
Commercial Broadband Gold	500 Mb/second download	\$250.00 per month

Commercial Broadband Platinum	1 Gb/second download	\$290.00 per month
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- a. *Installation fees for commercial customers.* All commercial customers shall pay a one-time initial installation fee of five hundred dollars (\$500.00) to set up service at their location, along with a monthly equipment rental fee of ten dollars (\$10.00) per month. The initial installation fee must be paid in full before an additional subsequent account can be activated by that business.
- b. *Payment.* Once installation is complete, one invoice will be sent out immediately upon account activation which will include the one-time installation fee, monthly bandwidth package fee, and router rental fee. This is due 10 days from the date of account activation. The bandwidth service and monthly rental fee is pro-rated from the activation date until the next billing cycle. Billing will normalize the second month with all regular fees which include the selected bandwidth package and monthly ONT (router) rental fee. A second invoice will be generated from our systems on the 8th for the upcoming month's service and are payable on the 20th. All monthly fees are due and payable on the 10th day of the month. A late fee of 10% will be assessed after the 20th and disconnections will occur on the 25th of the month at 10:00 am if not paid in full. Billing notifications are sent via email.
- c. *Rates for each unit of service.* Each unit of service includes the requirement of static public IP addresses for commercial use. The Fiber Department has the final authorization on the assigned number of addresses per entity.
- d. *Additional addresses.* IP blocks are available in a /30 (4 IP addresses) - \$12.00, /29 (8 IP addresses) - \$24.00, and a /28 (16 IP addresses) - \$48.00. Due to the exhaustion of public IPV4 addresses, the City reserves the right to conserve IP addresses where it is feasible. The City may not be able to accommodate all requests as IP block needs vary depending on the organization's networking needs.
- e. *Amenities.* This commercial service includes many amenities not included in residential or business services, to include:
 1. Service level agreement (SLA) that guarantees prompt repair and/or replacement of any failed system components; - Currently not offered.
 2. Sharing of bandwidth between multiple devices within the commercial entity.
 3. Prioritization of network traffic.
 4. Ability to connect to existing firewall/routing devices that exist or plan to be added within the network.
- f. *Damages.* The following rate schedule is applicable to any commercial customer, including any building to which service is connected which is being used primarily for commercial purposes.

Damaged Fiber Optic Cable: (Exterior Two-Strand Cable)	(Usually entails 1 to 2 splices per customer) per occurrence	\$100.00 per splice
Damaged Fiber Optic Jumper Cable: (Interior Patch Cable)		\$20.00 per occurrence

Damaged Fiber Optic Pig Tail: (Internal Jumper inside of NID)		\$20.00 per occurrence + \$100.00 per splice
Damaged NID (Network Interface Device)		\$50.00 per occurrence
Damaged Wall Plate		\$20.00 per occurrence
Damaged Router (ONT)		\$200.00 per occurrence
Hourly Technician Rate	Per Deployment	\$100.00 per hour

