



General Manager
334 Front Street
Ketchikan, AK 99901

Phone (907) 228-5603
Fax (907) 225-5075

TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor and City Council

FROM: Karl R. Amylon, General Manager

DATE: June 22, 2020

RE: **Ordinance No. 20-1906 – Amending Chapter 11.12, Telecommunications Service and Rates, of the Ketchikan Municipal Code; Providing for a Public Hearing; and Establishing an Effective Date**

The attached ordinance was approved in first reading at the City Council meeting of June 18, 2020. If adopted in second reading, Ordinance No. 20-1906 formalizes rates for products and services provided by the Telecommunications Division, which were previously authorized by my office through interim tariffs. The details of and the rationale for the modifications are detailed in Mr. Cushing's transmittal memorandum and require no elaboration on the part of my office. I concur with the Telecommunications Division Manager's recommendation.

Prior to consideration of Ordinance No. 20-1906 in second reading, a public hearing is required. The City Clerk has scheduled such a hearing at the beginning of the City Council meeting of July 2, 2020. Following the public hearing, the City Council may consider the ordinance.

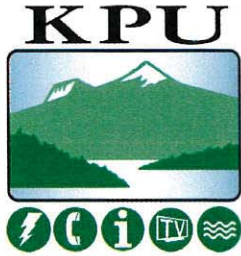
Mr. Cushing will be attending the City Council meeting of July 2, 2020, in order to address any questions and/or concerns that Councilmembers may have.

A motion has been prepared for City Council consideration.

RECOMMENDATION

It is recommended that the City Council adopt the motion approving in second reading Ordinance No. 20-1906 amending Chapter 11.12, Telecommunications Service and Rates, of the Ketchikan Municipal Code; providing for a public hearing; and establishing an effective date.

Recommended Motion: I move the City Council approve in second reading Ordinance No. 20-1906 amending Chapter 11.12, Telecommunications Service and Rates, of the Ketchikan Municipal Code; providing for a public hearing; and establishing an effective date.



KPU Telecommunications

2970 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000

FAX (907) 225-1788

Memorandum

To: Karl R. Amylon, KPU General Manager

From: Ed Cushing, KPU Telecommunications Division Manager

Date: June 4, 2020

Subject: **Ordinance No. 20-1906 – Amending Chapter 11.12 Telecommunications Service and Rates of the Ketchikan Municipal Code; Providing for a Public Hearing; and Establishing an Effective Date**

This memorandum introduces Ordinance number 20-1906 amending Chapter 11.12 Telecommunications Service and Rates - for consideration by the City Council at the June 18, 2020 City Council meeting.

Ordinance number 20-1906 incorporates Interim Tariffs IT 19-0827, IT19-1211, IT 20-0304 and IT 20-0511 into the Ketchikan Municipal Code (KMC).

Background

IT 19-0827 removes non-recurring Internet installation fees. This is necessary to remain competitive. The fee and has largely been waived through previous promotions such that the revenue impact is minimal going forward.

IT 19-1211 adds a 10 Gbps speed for KPUTel's OWAN (Optical Wide Area Network) service. This high speed tier is necessary as our customer's need for bandwidth has increased – and also to increase speed-services related to KPUTel's data center.

IT 20-0304 adds a 'home option' for OWAN customers. The option was originally created to allow residential access to business networks - so that employees working from home as a result of the COVID 19 pandemic would have robust work-from-home capabilities.

IT 20-0511 adds the ability for customers to obtain a toll free (800) number from KPU Long Distance. This is a new capability will enhance our KPU LD product portfolio.

Approval of Ordinance No. 20-1906 will ensure that all rates, charges, modifications, changes and additions noted above are formally codified in the Ketchikan Municipal Code. Copies of Interim Tariffs IT 19-0827, IT19-1211, IT 20-0304 and IT 20-0511 are attached for City Council review.

Recommendation

It is recommended that the City Council approve in first reading, Ordinance No. 20-1906 – Amending Chapter 11.12 Telecommunications Service and Rates of the Ketchikan Municipal Code; Providing for a Public Hearing; and Establishing an effective date.

Recommended Motion: I move that the City Council approve in first reading, Ordinance No. 20-1906 – Amending Chapter 11.12 Telecommunications Service and Rates of the Ketchikan Municipal Code; Providing for a Public Hearing; and Establishing an effective date.

THE CITY OF KETCHIKAN, ALASKA

ORDINANCE NO. 20-1906

AN ORDINANCE OF THE COUNCIL OF THE CITY OF KETCHIKAN, ALASKA; AMENDING CHAPTER 11.12 TELECOMMUNICATIONS SERVICE AND RATES OF THE KETCHIKAN MUNICIPAL CODE; PROVIDING FOR A PUBLIC HEARING; AND ESTABLISHING AN EFFECTIVE DATE.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF KETCHIKAN, ALASKA, AS FOLLOWS:

Section 1: Amendment: Section 11.12.070(a)(10) of the Ketchikan Municipal Code entitled “Telephone and Internet services – Description of service” is amended as follows:

(10) Customers must subscribe for a minimum period of three months’ service.

~~(A) Residential Internet premises move fees will be waived for self installation. Installation will be billed on subscriber’s closing bill if the customer does not meet a 12-month commitment.~~

Section 2: Amendment: Section 11.12.070(j)(1)(A) of the Ketchikan Municipal Code entitled “Telephone and Internet services – Description of service” is amended as follows:

(j) Internet service provides the customer always-on, high-speed Internet access through kpunet. Internet service will only be furnished where suitable facilities exist as determined by KPU. Two categories of Internet services will be offered, residential and business, and are offered only on an intermittent use basis.

(1) The following conditions pertain to Internet services:

(A) Internet service is available on a limited basis in Ketchikan. Availability is based on KPU facilities availability and line qualification test. All Internet accounts are subject to the terms and conditions in the kpunet Internet agreement, the Internet subscriber agreement, and the acceptable use policy, all of which are subject to change. The acceptable use policy is available at www.kputel.com/residential/internet/acceptable-use-policy.

~~(i) Residential and business nonrecurring installation charges may be waived at the time of install, and may be charged in full if the subscriber does not maintain the minimum service period of 12 months.~~

~~(ii)~~**(i)** Installation includes modem delivery, installation/configuration for one computer, and hardware use/rental. Private network configuration and data networking are the responsibility of the network owner.

(iii)(ii) Residential free download periods from 12:01 a.m. to 6:00 a.m., Monday through Friday, and 1:01 a.m. to 7:00 a.m., Saturday and Sunday. Each one GB excess usage will be billed on a prorated basis.

(iv)(iii) Business unlimited data transfer is intended for use during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding weekends and holidays. Excessive usage during other periods is subject to the acceptable use policy.

Section 3: Amendment: Section 11.12.080(a) of the Ketchikan Municipal Code entitled “Nonrecurring Service Charges.” is amended as follows:

(a) Nonrecurring Service Charges.

Description	Rate
Directory listing change	\$14.55
Returned check (NSF, NA, etc.)	\$30.00
Reconnect processing	\$19.40
Premises visit (waived for initial installation)	\$35.00
Telephone trip charge	\$17.75
Jack installation fee	\$55.00
2-wire voice grade service install/order	\$38.80
4-wire voice grade service install/order	\$38.80
Digital data service 56/64 Kbps Install/order (per termination)	\$76.63
Digital data service 768 Kbps to 2.0 Mbps Install/order (per termination)	\$102.00
Digital data service 3.0 Mbps to 10.0 Mbps Install/order (per termination)	\$155.00
Digital data service expedite fee	\$750.00
Private local area network install charge (each)	\$74.95
Q in Q – Provisioning charge	\$174.95
Q in Q – Change charge	\$264.95
Q in Q modem upgrade charge (for circuits less than 5 Mbps)	\$500.00

Description	Rate
T-1 service (1.544 Mbps)	
Install/order (per termination)	\$268.69
Multiplexing for T-1 service	
Install/order (per termination)	\$267.72
T-1 switch interface install/order	\$200.79
OWAN, per termination (moves are handled as a disconnect/reconnect)	\$625.00
<u>OWAN Home Office, up to first hour of install</u>	<u>\$150.00</u>
<u>OWAN Home Office, after first hour of install</u>	<u>T&M</u>
OWAN expedite fee	\$750.00
Billing control feature service – Service order charge	\$14.55
Billing control feature service (per number)	\$20.00
Billing control feature service – Modification on an existing number	\$10.00
Customer originating trace	\$5.00
Meet-Me conference bridge	\$19.40
	loaded
Customized programming	labor rate
Expedite fee	\$75.00

Section 4: Amendment: Section 11.12.080(c)(4) of the Ketchikan Municipal Code entitled “Special Access Circuits (Recurring Monthly).” is amended as follows:

- (4) Special Access Circuits (Recurring Monthly).

<u>Description</u>	<u>Rate</u>
Bridging/voice (per port)	\$4.37
Bridging/data (per port)	\$4.37
Level adjustment	\$4.37

<u>Description</u>	<u>Rate</u>
Pad/transformer	\$4.37
Tied line	\$12.27
Two-wire voice grade service (per term.)	\$20.37
Four-wire voice grade service (per term.)	\$40.74
Digital data service 56/64 Kbps (per term.)	\$46.56
Digital data service 500 Kbps (per term.)	\$50.00
Digital data service 768 Kbps (per term.)	\$69.00
Digital data service 1.0 Mbps (per term.)	\$75.00
Digital data service 2.0 Mbps (per term.)	\$100.00
Digital data service 3.0 Mbps (per term.)	\$150.00
Digital data service 4.0 Mbps (per term.)	\$175.00
Digital data service 5.0 Mbps (per term.)	\$200.00
Digital data service 10.0 Mbps (per term.)	\$220.00
Private local area network (per extension)	\$49.95
Q in Q – 2 or more VLANs (per port)	\$49.95
T-1 service (1.544 Mbps) (per term.)	\$243.00
Multiplexing for T-1 service (per term.)	\$110.58
Channel unit for multiplexing (per term.)	\$11.64
DCM switch interface	\$37.83
Meet-me conference bridge	ICB*
<u>OWAN 100Mbps Service to Home office, per termination</u>	<u>\$100.00</u>
OWAN 10 Mbps service, per termination	\$245.00
OWAN 50 Mbps service, per termination	\$375.00
OWAN 100 Mbps service, per termination	\$467.00
OWAN 250 Mbps service, per termination	\$1,200.00

<u>Description</u>	<u>Rate</u>
OWAN 300 Mbps service, per termination	\$1,300.00
OWAN 500 Mbps service, per termination	\$1,520.00
OWAN 750 Mbps service, per termination	\$1,750.00
OWAN 1 Gbps service, per termination	\$2,025.00
<u>OWAN 10 Gbps service, per termination</u>	<u>\$4,050.00</u>

*Per individual service agreement

Section 5: Amendment: Section 11.12.090(b)(1) of the Ketchikan Municipal Code entitled “Internet Service Rates.” is amended as follows:

(b) Internet Service.

(1) Internet Service Rates.

Description (Recurring Charges)

Download Speeds Up To	Upload Speeds Up To	Email Accounts Included	Data Transfer Included	Monthly Rate	Additional Information
3M	3M	8	25GB	\$34.95	
5M	5M	8	50GB	\$49.95	
10M	10M	8	150GB	\$59.95	
30M	30M	8	200GB	\$74.95	
100M	100M	8	400GB	\$89.95	
250M	250M	8	600GB	\$129.95	Includes 1 static IP
500M	500M	8	1 TB	\$199.95	Includes: 1 static IP and managed WiFi
0M	0M	0	0	\$18.95	Line access for KPU TV customers who do not require Internet

Add-on Features (Recurring Charges)

Additional email address.	\$1.00
Additional 1 MB server storage.	\$3.00
Additional 2 GB email storage space.	\$3.00
Static IP address – no service order charge for residential customer.	\$10.00
Additional each 10 GB over max. transfer.	\$1.00
Internet vacation rate.	\$12.00
Each 5 additional LAN stations above 8.	\$35.00
Static IP option (plus \$25.00 one-time setup fee).	\$10.00
Managed router service.	\$8.95
Managed router repeater, each.	\$4.95
Cloud firewall service.	\$1.95
Unlimited data transfer.	\$30.00
Consumer broadband loop.	\$15.13

Description (Nonrecurring Charges)

Internet install	\$99.00
Internet premises move	\$99.00
Internet reconnect (field visit not required)	\$20.00
Internet trip charge	\$17.75 <u>\$20.00</u>
Jack installation fee	\$55.00
Managed router service installation	\$49.95
Nonreturned equipment fee, managed router service	\$150.00

Section 6: Amendment: Section 11.12.100(g)(2) of the Ketchikan Municipal Code entitled “Nonrecurring Rates” is amended as follows:

(2) Nonrecurring rates:

Description	Rates
Activation Fee	\$39.95
Installation Charge	\$99.00
PVR Installation Charge	\$99.00
High Definition Service Installation Charge	\$99.00
Reconnect (field visit not required)	\$20.00
Transfer Fee (premises move)	\$99.00
Trip Charge	\$17.75 <u>\$20.00</u>
HDMI Converter Cord	\$9.95
Lost or Damaged Equipment	Cost plus handling fee

Section 7: Amendment: Section 11.12.110(f) of the Ketchikan Municipal Code entitled “Description of Service.” is amended as follows:

(f) Description of Service. Long distance (toll) service will be provided over subscriber’s existing voice grade service provided by KPU where facilities exist. Subscribers will be offered mileage based rates or packaged plans designed to meet their long distance calling needs.

(1) 200 Plan. The 200 plan includes 200 free interstate/intrastate minutes per month for a flat monthly fee. Overage minutes will be charged at a reduced basic tariff rate.

(2) 500 Plan. The 500 plan includes 500 free interstate/intrastate minutes per month, for a flat monthly fee. Overage minutes will be charged at a reduced basic tariff rate.

(3) Business 5-Cent Plan. The business 5-cent plan includes unlimited interstate/intrastate minutes for \$0.05 per minute for a flat monthly fee per business statement line.

(4) Unlimited Plan. The unlimited plan includes offerings for both residential and business customers; interstate/intrastate minutes are included for a flat monthly fee.

(5) International Calling. International calling ability is an “opt in” feature. Customers choosing to have the ability to make international calls will need to sign up for that functionality. Customers who do not opt in will not have the ability to make international calls.

(6) Toll Free Number. This allows the customer to be billed for incoming call toll charges for a flat monthly fee. Toll charges will be billed at the normal per minute rate.

Section 8: Amendment: Section 11.12.110(i) of the Ketchikan Municipal Code entitled “Rate Schedules.” is amended as follows:

(i) Rate Schedules.

(1) Monthly Recurring Rates

200 Plan	Plan charge is per month per statement.	\$9.99
----------	---	--------

200 minutes of direct dialed interstate and intrastate calls free
per month.

Direct dialed rate over 200 minutes per month is \$0.07 per
minute.

500 Plan	Plan charge is per month per statement.	\$19.99
----------	---	---------

500 minutes of direct dialed interstate and intrastate calls free
per month.

Direct dialed rate over 500 minutes per month is \$0.07 per
minute.

Business 5-Cent Plan	Plan charge is per month per business statement.	\$19.99
-------------------------	--	---------

Unlimited minutes of direct dialed interstate and intrastate
calls for \$0.05 per minute.

<u>Toll Free Number</u>	<u>Includes one toll free number provided by KPU. Toll charges for all inbound/outbound long distance calls associated with the Toll Free Number will be billed based on the long distance (toll) plan selected by customer.</u>	<u>\$9.95</u>
--------------------------------	---	----------------------

Unlimited Residential Plan***	Plan charge is per month per statement.	\$12.00
Unlimited Business Plan***	Plan charge is based on the quantity of business lines on the statement, billed per month per statement.	
	1 – 2 business lines	\$19.99
	3 – 5 business lines	\$39.99
	6 – 10 business lines	\$59.99
	11 – 20 business lines	\$99.99
	21 – 30 business lines	\$139.99
	31 – 50 business lines	\$199.99
	51+ business lines	ICB
Unlimited Hosted Business Plan***		ICB
International Calling Plan	International calls will be billed at market rates.**	

(2) Nonrecurring charges:

Toll Free Number	Install and Setup for Toll Free Number	\$49.95
------------------	--	---------

** The current international schedule of market-based rates is available online at:

<http://www.kputel.com/residential/long-distance>

*** Unlimited calling plans do not include international calls.

Section 9: Public Hearing. A public hearing on the aforesaid amendments shall be held at the Council Chambers on July 2, 2020.

Section 10: Effective Date. This ordinance is effective one (1) month after its final passage and publication.

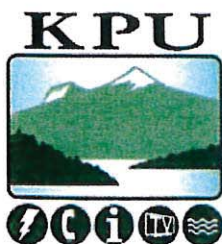
PASSED ON FIRST READING: _____

FINAL PASSAGE _____.

Robert Sivertsen, Mayor

ATTEST:

Kim Stanker
City Clerk



KPU Telecommunications
2900 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
Fax (907) 225-1788

Memorandum

To: Karl Amylon, KPU General Manager

From: Ed Cushing, Telecommunications Division Manager
Kim Simpson, Division Manager of Sales, Marketing, & Customer Service

Date: 9/12/19

Subject: Request for an Interim Tariff to eliminate install fees for Internet services.

IT 19-0827

Under 11.12.070(a) Telephone and Internet services – Description of service.

(a) General.

- (1) KPU provides its customers with local and long distance telecommunications service. Customers' access lines are installed in accordance with KPU and industry standards; and, to as great an extent as possible, basic services are provided to all customers at equal rates.
- (2) Local exchange service of varying classes, types and grades are provided by means of facilities owned and operated by KPU in accordance with local tariff schedules and requirements.
- (3) KPU's obligation to furnish telecommunications service is based upon and limited to existing plant facilities. When plant facilities are not adequate to furnish the requested telecommunications service, additional or improved facilities will be funded and constructed in accordance with Chapter 11.06 KMC, Utility Line Extensions.
- (4) Long distance exchange (toll) services are provided by connecting with interexchange carriers (IXCs) at the regular published rates of the IXCs.
- (5) The applicability of residential and business rates is governed by the actual or primary use made of the service. The use (class) of the service will be ascertained from the applicant at the time of the application.
- (6) Temporary service is available for installations where service is for a period of three months or less. Such service requires connect and disconnect dates to be established at the time the service is requested. Rates for temporary service shall be double the recurring rates set forth under the applicable rate section for the type of service to be rendered. A service rate concession may be granted by the utilities manager for nonprofit public service activities.

(7) To the extent required by law and pursuant to contracts approved by the council, KPU will provide interconnections with competitive local exchange carriers which will permit those carriers to provide local telecommunications services within KPU's service area. The contracts will determine the rates and charges which KPU and competitive local exchange carriers will pay for interconnections.

(8) Lifeline Service. Lifeline services provide eligible low-income customers a reduction in their monthly service charges for supported services. Lifeline service is provided pursuant to the following federal regulations as may be changed from time to time:

Code of Federal Regulations, Title 47, Chapter 1, Subchapter 1, Part 54, Subpart E entitled "Universal Service Support for Low-Income Consumers." The Code of Federal Regulations can be found at <http://www.ecfr.gov>.

(9) The extended runtime battery is an available upgrade for customers who have an ONT (optical network terminal) installed at the service address, which will increase the duration of the battery backup. Customer will pay the listed monthly charge.

(10) Customers must subscribe for a minimum period of three months' service.

~~(A) — Residential Internet premises move fees will be waived for self-installation. Installation will be billed on subscriber's closing bill if the customer does not meet a 12-month commitment.~~

(11) One directory listing is included with each telephone service. Additional directory listings requested by the subscriber will be charged at the listed rate.

(12) KPU will install upon request one jack per service point, plus one "gratis" jack. Each additional jack requested will be billed at the listed rate.

(13) Installation varies depending on the services the customer subscribes to.

(A) Subscription to Home Network Offerings. For residential or home office use only, KPU will provide a KPU managed router, offering both wired and wireless connectivity. Only available to KPU Internet customers. KPU will set up the home network, including wired and wireless devices, and shall then be able to remotely troubleshoot the wired and wireless network. Should the need arise, KPU will come on site to further troubleshoot, and replace equipment as necessary.

(B) If the customer does not subscribe to home network offerings, KPU will install and configure the network interface device and connect to the customer owned primary computer.

Under 11.12.070(j) Telephone and Internet services – Description of service.

(j) Internet service provides the customer always-on, high-speed Internet access through kpunet. Internet service will only be furnished where suitable facilities exist as determined by KPU. Two categories of Internet services will be offered, residential and business, and are offered only on an intermittent use basis.

(1) The following conditions pertain to Internet services:

(A) Internet service is available on a limited basis in Ketchikan. Availability is based on KPU facilities availability and line qualification test. All Internet accounts are subject to the terms and conditions in the kpunet Internet agreement, the Internet subscriber agreement, and the acceptable use policy, all of which are subject to change. The acceptable use policy is available at www.kputel.com/residential/internet/acceptable-use-policy.

~~(i) Residential and business nonrecurring installation charges may be waived at the time of install, and may be charged in full if the subscriber does not maintain the minimum service period of 12 months.~~

(ii) Installation includes modem delivery, installation/configuration for one computer, and hardware use/rental. Private network configuration and data networking are the responsibility of the network owner.

(iii) Residential free download periods from 12:01 a.m. to 6:00 a.m., Monday through Friday, and 1:01 a.m. to 7:00 a.m., Saturday and Sunday. Each one GB excess usage will be billed on a prorated basis.

(iv) Business unlimited data transfer is intended for use during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding weekends and holidays. Excessive usage during other periods is subject to the acceptable use policy.

(B) Certain technologies and protocols used by kpunet may utilize bandwidth, known as overhead, to deliver services to individual users. Overhead bandwidth utilization, as such, may be included in the total advertised account speeds. Point-to-point protocol over Ethernet is one such technology. Actual achieved account speeds are not guaranteed.

(C) Due to the many makes and models of subscriber owned computers, varying operating systems, interaction of existing and installed application programs, incompatible video graphics or sound cards, possible exposure to computer viruses, and other possible software or hardware defects or incompatibility, KPU cannot guarantee a successful Internet service installation. Installation charges are still applicable if an installation is unsuccessful due to end user equipment or software issues.

(D) The demarcation point for the physical and electrical boundary between equipment or facilities provided by KPU regulated telephone division and equipment provided by the customer remains at the network interface device (NID) which is usually present at the subscriber's residence or place of business.

(E) Limited Resale or Hospitality Provision of Internet Service. kpunet Internet service is for personal or business use only within a subscriber's residence or business that is not engaged in selling large scale ISP-type Internet service. "Hospitality" is defined as a commercial business that provides kpunet Internet service free of charge to its customers or guests. Limited resale of hospitality provision of kpunet Internet service is allowed as follows:

(i) Hotel and Motel Service. kpunet Internet service can only be resold or provided on a hospitality basis by hotels and motels with Internet service delivered (via wired or wireless means) to end user on the business premises as identified by the service address. Internet service can be resold by hotels and motels as follows: for hotels and motels with up to 12 rooms, the tariff will be twice the standard business rate for the speed selected, and applicable charges for excess transfer are in addition to that rate; for hotels and motels with 13 to 30 rooms, the tariff will be three times the standard business rate for the speed selected, and applicable charges for excess transfer are in addition to that rate; for hotels and motels with 31 to 60 rooms, the tariff will be four times the standard business rate for the speed selected, and charges for excess transfer are in addition to that rate; for hotels and motels with over 60 rooms, the tariff will be five times the standard business rate for the speed selected, and charges for excess transfer are in addition to that rate.

(ii) Clarification. Resale of KPU Internet service should not be confused with resale of Internet lines by a third party who provides its separate Internet service over KPU's Internet lines and contracts with the end user directly.

(F) Standalone Internet service is available for residential Internet services above 10M/10M. There is an additional consumer broadband only loop (CBOL) charge which is the difference between a voice/data tariff charge and a CBOL tariff charge. The CBOL applies due to regulatory treatment of standalone Internet service.

(G) Vacation rates will be available for all levels of residential and business Internet service after the minimum service commitment of three months has been met. Vacation rates are offered for a period of not less than one full month. When an account is on vacation service the equipment will stay in place at the service location, and the account will be temporarily inactivated. The service location must remain the same for vacation inactivation and activation. If the location will not be the same address upon being reconnected, the customer will need to disconnect the service, return the equipment, and establish new service at the new location when they want to reconnect service. In order to qualify for vacation rate, the phone must be on number hold, remote call forwarding, fixed call forwarding or transient voice mail. Vacation rate charge is in addition to remote call forwarding, fixed call forwarding, or transient voice mail charges. The Internet service will be on inactive status while service is on vacation.

(H) KPU cloud firewall service provides basic firewall features for customers that are not subscribed to KPU managed router service.

Under 11.12.090(b)(1) IP network service rates.

(b) Internet Service.

(1) Internet Service Rates.

Description (Recurring Charges)					
Download Speeds Up To	Upload Speeds Up To	Email Accounts Included	Data Transfer Included	Monthly Rate	Additional Information
3M	3M	8	25GB	\$34.95	
5M	5M	8	50GB	\$49.95	
10M	10M	8	100GB	\$59.95	
30M	30M	8	150GB	\$74.95	
100M	100M	8	250GB	\$89.95	
250M	250M	8	500GB	\$129.95	Includes 1 static IP
500M	500M	8	1 TB	\$199.95	Includes: 1 static IP and managed WIFI
0M	0M	0	0	\$18.95	Line access for KPU TV

Description (Recurring Charges)

Download Speeds Up To	Upload Speeds Up To	Email Accounts Included	Data Transfer Included	Monthly Rate	Additional Information
					customers who do not require Internet

Add-on Features (Recurring Charges)

Additional email address.	\$1.00
Additional 1 MB server storage.	\$3.00
Additional 2 GB email storage space.	\$3.00
Static IP address – no service order charge for residential customer.	\$10.00
Additional each 10 GB over max. transfer.	\$1.00
Internet vacation rate.	\$12.00
Each 5 additional LAN stations above 8.	\$35.00
Static IP option (plus \$25.00 one-time setup fee).	\$10.00
Managed router service.	\$8.95
Managed router repeater, each.	\$4.95
Cloud firewall service.	\$1.95
Unlimited data transfer.	\$30.00
Consumer broadband loop.	\$15.13

Description (Nonrecurring Charges)

Internet install	\$99.00
Internet premises move	\$99.00
Internet reconnect (field visit not required)	\$20.00
Internet trip charge	\$17.75 <u>\$20.00</u>
Jack installation fee	\$55.00

Managed router service installation	\$49.95
Nonreturned equipment fee, managed router service	\$150.00

Under 11.12.100(g)(2) Digital video service rules, regulations, services and rates.

(2) Nonrecurring Rates:

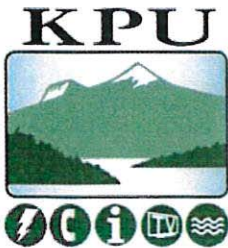
Description	Rates
Activation Fee	\$39.95
Installation Charge	\$99.00
PVR Installation Charge	\$99.00
High Definition Service Installation Charge	\$99.00
Reconnect (field visit not required)	\$20.00
Transfer Fee (premises move)	\$99.00
Trip Charge	\$17.75 <u>\$20.00</u>
HDMI Converter Cord	\$9.95
Lost or Damaged Equipment	Cost plus handling fee

This interim tariff will be submitted to the Ketchikan City Council for approval within 90 days. Customers will be advised of "pending approval" and that the rates could change.

The effective date of this Interim Tariff will be October 1, 2019.

Approved:  Date: 5/29/20
Karl R. Amylon, KPU General Manager

cc: Lacey Simpson, Assistant KPU Manager
Dan Lindgren, Assistant KPU Telecommunications Manager
Chastine Lynch, Plant Manager
Marketing Managers



KPU Telecommunications
2900 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
Fax (907) 225-1788

Memorandum

To: Karl Amylon, KPU General Manager

From: Ed Cushing, Telecommunications Division Manager
Kim Simpson, Division Manager of Sales, Marketing, & Customer Service

Date: 12/11/2019

Subject: Request for an Interim Tariff to add an additional OWAN service offering.

IT 19-1211

Under 11.12.070(c)(4) Special Access Circuits (Recurring Monthly).

(4) Special Access Circuits (Recurring Monthly).

<u>Description</u>	<u>Rate</u>
Bridging/voice (per port)	\$4.37
Bridging/data (per port)	\$4.37
Level adjustment	\$4.37
Pad/transformer	\$4.37
Tied line	\$12.27
Two-wire voice grade service (per term.)	\$20.37
Four-wire voice grade service (per term.)	\$40.74
Digital data service 56/64 Kbps (per term.)	\$46.56
Digital data service 500 Kbps (per term.)	\$50.00
Digital data service 768 Kbps (per term.)	\$69.00
Digital data service 1.0 Mbps (per term.)	\$75.00
Digital data service 2.0 Mbps (per term.)	\$100.00
Digital data service 3.0 Mbps (per term.)	\$150.00

<u>Description</u>	<u>Rate</u>
Digital data service 4.0 Mbps (per term.)	\$175.00
Digital data service 5.0 Mbps (per term.)	\$200.00
Digital data service 10.0 Mbps (per term.)	\$220.00
Private local area network (per extension)	\$49.95
Q in Q – 2 or more VLANs (per port)	\$49.95
T-1 service (1.544 Mbps) (per term.)	\$243.00
Multiplexing for T-1 service (per term.)	\$110.58
Channel unit for multiplexing (per term.)	\$11.64
DCM switch interface	\$37.83
Meet-me conference bridge	ICB*
OWAN 10 Mbps service, per termination	\$245.00
OWAN 50 Mbps service, per termination	\$375.00
OWAN 100 Mbps service, per termination	\$467.00
OWAN 250 Mbps service, per termination	\$1,200.00
OWAN 300 Mbps service, per termination	\$1,300.00
OWAN 500 Mbps service, per termination	\$1,520.00
OWAN 750 Mbps service, per termination	\$1,750.00
OWAN 1 Gbps service, per termination	\$2,025.00
<u>OWAN 10 Gbps service, per termination</u>	<u>\$4,050.00</u>

This interim tariff will be submitted to the Ketchikan City Council for approval within 90 days. Customers will be advised of "pending approval" and that the rates could change.

The effective date of this Interim Tariff will be December 11, 2019.

Approved:  Date: 

Karl R. Amylon, KPU General Manager

cc: Lacey Simpson, Assistant KPU Manager
 Dan Lindgren, Assistant KPU Telecommunications Manager
 Chastine Lynch, Plant Manager
 Marketing Managers



KPU Telecommunications
2900 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
Fax (907) 225-1788

Memorandum

To: Karl Amylon, KPU General Manager

From: Ed Cushing, Telecommunications Division Manager
Kim Simpson, Division Manager of Sales, Marketing, & Customer Service

Date: 3/4/20

Subject: Request for an Interim Tariff to add an offering to allow OWAN to the home for home office business applications.

IT 20-0304

Under 11.12.080(a) Telephone Rates (Nonrecurring Service Charges)

(a) Nonrecurring Service Charges.

Description	Rate
Directory listing change	\$14.55
Returned check (NSF, NA, etc.)	\$30.00
Reconnect processing	\$19.40
Premises visit (waived for initial installation)	\$35.00
Telephone trip charge	\$17.75
Jack installation fee	\$55.00
2-wire voice grade service install/order	\$38.80
4-wire voice grade service install/order	\$38.80
Digital data service 56/64 Kbps Install/order (per termination)	\$76.63
Digital data service 768 Kbps to 2.0 Mbps Install/order (per termination)	\$102.00

Description	Rate
Digital data service 3.0 Mbps to 10.0 Mbps Install/order (per termination)	\$155.00
Digital data service expedite fee	\$750.00
Private local area network install charge (each)	\$74.95
Q in Q – Provisioning charge	\$174.95
Q in Q – Change charge	\$264.95
Q in Q modem upgrade charge (for circuits less than 5 Mbps)	\$500.00
T-1 service (1.544 Mbps) Install/order (per termination)	\$268.69
Multiplexing for T-1 service Install/order (per termination)	\$267.72
T-1 switch interface install/order	\$200.79
OWAN, per termination (moves are handled as a disconnect/reconnect)	\$625.00
<u>OWAN Home Office. Up to first hour of Install</u>	<u>\$150.00</u>
<u>OWAN Home Office. After first hour of Install</u>	<u>T&M</u>
OWAN expedite fee	\$750.00
Billing control feature service – Service order charge	\$14.55
Billing control feature service (per number)	\$20.00
Billing control feature service – Modification on an existing number	\$10.00
Customer originating trace	\$5.00
Meet-Me conference bridge	\$19.40
Customized programming	loaded labor rate
Expedite fee	\$75.00



Under 11.12.080(c)(4) Special Access Circuits (Recurring Monthly).

<u>Description</u>	<u>Rate</u>
Bridging/voice (per port)	\$4.37
Bridging/data (per port)	\$4.37
Level adjustment	\$4.37
Pad/transformer	\$4.37
Tied line	\$12.27
Two-wire voice grade service (per term.)	\$20.37
Four-wire voice grade service (per term.)	\$40.74
Digital data service 56/64 Kbps (per term.)	\$46.56
Digital data service 500 Kbps (per term.)	\$50.00
Digital data service 768 Kbps (per term.)	\$69.00
Digital data service 1.0 Mbps (per term.)	\$75.00
Digital data service 2.0 Mbps (per term.)	\$100.00
Digital data service 3.0 Mbps (per term.)	\$150.00
Digital data service 4.0 Mbps (per term.)	\$175.00
Digital data service 5.0 Mbps (per term.)	\$200.00
Digital data service 10.0 Mbps (per term.)	\$220.00
Private local area network (per extension)	\$49.95
Q in Q – 2 or more VLANs (per port)	\$49.95
T-1 service (1.544 Mbps) (per term.)	\$243.00
Multiplexing for T-1 service (per term.)	\$110.58
Channel unit for multiplexing (per term.)	\$11.64
DCM switch interface	\$37.83
Meet-me conference bridge	ICB*
<u>OWAN 100 Mbps Service to Home office, per termination</u>	<u>\$100.00</u>
OWAN 10 Mbps service, per termination	\$245.00

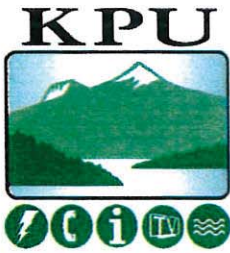
<u>Description</u>	<u>Rate</u>
OWAN 50 Mbps service, per termination	\$375.00
OWAN 100 Mbps service, per termination	\$467.00
OWAN 250 Mbps service, per termination	\$1,200.00
OWAN 300 Mbps service, per termination	\$1,300.00
OWAN 500 Mbps service, per termination	\$1,520.00
OWAN 750 Mbps service, per termination	\$1,750.00
OWAN 1 Gbps service, per termination	\$2,025.00

This interim tariff will be submitted to the Ketchikan City Council for approval within 90 days. Customers will be advised of "pending approval" and that the rates could change.

The effective date of this Interim Tariff will be March 15, 2020.

Approved:  Date: 
Karl R. Amylon, KPU General Manager

cc: Lacey Simpson, Assistant KPU Manager
Dan Lindgren, Assistant KPU Telecommunications Manager
Jason Hudlin, Plant Manager
Marketing Managers



KPU Telecommunications
2900 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
Fax (907) 225-1788

Memorandum

To: Karl Amylon, KPU General Manager

From: Ed Cushing, Telecommunications Division Manager
Kim Simpson, Division Manager of Sales, Marketing, & Customer Service

Date: 5/11/2020

Subject: Request for an Interim Tariff to add an offering to allow Toll Free numbers for business applications.

IT 20-0511

Under 11.12.110(f) Description of Service.

(f) Description of Service. Long distance (toll) service will be provided over subscriber's existing voice grade service provided by KPU where facilities exist. Subscribers will be offered mileage based rates or packaged plans designed to meet their long distance calling needs.

- (1) 200 Plan. The 200 plan includes 200 free interstate/intrastate minutes per month for a flat monthly fee. Overage minutes will be charged at a reduced basic tariff rate.
- (2) 500 Plan. The 500 plan includes 500 free interstate/intrastate minutes per month, for a flat monthly fee. Overage minutes will be charged at a reduced basic tariff rate.
- (3) Business 5-Cent Plan. The business 5-cent plan includes unlimited interstate/intrastate minutes for \$0.05 per minute for a flat monthly fee per business statement line.
- (4) Unlimited Plan. The unlimited plan includes offerings for both residential and business customers; interstate/intrastate minutes are included for a flat monthly fee.
- (5) International Calling. International calling ability is an "opt in" feature. Customers choosing to have the ability to make international calls will need to sign up for that functionality. Customers who do not opt in will not have the ability to make international calls.

(6) Toll Free Number. A toll free (800) number for routing incoming and outgoing calls to the customer. Long Distance charges associated with the toll free (800) number are billed to the customer based on the long distance plan that they select.

Under 11.12.110(i) Rate Schedules.

(i) Rate Schedules.

(1) Monthly Recurring Rates

200 Plan	Plan charge is per month per statement.	\$9.99
	200 minutes of direct dialed interstate and intrastate calls free per month.	
	Direct dialed rate over 200 minutes per month is \$0.07 per minute.	
500 Plan	Plan charge is per month per statement.	\$19.99
	500 minutes of direct dialed interstate and intrastate calls free per month.	
	Direct dialed rate over 500 minutes per month is \$0.07 per minute.	
Business 5-Cent Plan	Plan charge is per month per business statement.	\$19.99
	Unlimited minutes of direct dialed interstate and intrastate calls for \$0.05 per minute.	
<u>Toll Free Number</u>	<u>Includes one toll free number provided by KPU. Toll charges for all inbound/outbound long distance calls associated with Toll Free Number will be billed based on the long distance (toll) plan selected by customer.</u>	<u>\$9.95</u>
Unlimited Residential Plan***	Plan charge is per month per statement.	\$12.00
Unlimited Business Plan***	Plan charge is based on the quantity of business lines on the statement, billed per month per statement.	
	1 – 2 business lines	\$19.99
	3 – 5 business lines	\$39.99
	6 – 10 business lines	\$59.99

11 – 20 business lines	\$99.99
21 – 30 business lines	\$139.99
31 – 50 business lines	\$199.99
51+ business lines	ICB

Unlimited

Hosted Business

ICB

Plan***

International

Calling Plan

International calls will be billed at market rates.**

(2) NonRecurring Charges

Toll Free Number

Install and Setup for Toll Free Number

\$49.95

** The current international schedule of market-based rates is available online at:

<http://www.kputel.com/residential/long-distance>

*** Unlimited calling plans do not include international calls.

This interim tariff will be submitted to the Ketchikan City Council for approval within 90 days. Customers will be advised of "pending approval" and that the rates could change.

The effective date of this Interim Tariff will be May 15, 2020.

Approved:  Date: 5/15/20
Karl R. Amylon, KPU General Manager

cc: Lacey Simpson, Assistant KPU Manager
Dan Lindgren, Assistant KPU Telecommunications Manager
Jason Hudlin, Plant Manager
Marketing Managers