



JEFFERSON COUNTY PUD #1	
Policy Name	Broadband Service Policies
Department	Broadband
Effective Date	January 1, 2026
Resolution	2025-028

BROADBAND SERVICE POLICIES

APPLICABILITY OF POLICIES

Jefferson County PUD (JPUD) provides broadband services and facilities in accordance with the provisions of RCW 54.16.330. JPUD reserves the right to discontinue any service provided at any time due to failure to comply with policies. Service also may be disconnected by JPUD at any time to prevent fraudulent use or to protect its property.

JPUD may provide contracts to individuals or businesses on an individual case basis that may contain different terms and conditions than those set forth in these Broadband Service Policies. Contracts offered on an individual case for amounts exceeding \$5,000 per month will be approved by JPUD's Board of Commissioners and will comply with RCW 54.16.330 regarding non-discriminatory or preferential rates, terms, and conditions.

Public Utility District No. 1 of Jefferson County (JPUD)'s Broadband Service Policies are subject to revision by the Commissioners from time to time as determined to be in JPUD's best interests.

DEFINITION OF TERMS

ACTIVE CONNECTION: Powered connection over a single fiber optic cable between electronics on the premises of an End User and JPUD OLT or core router.

BROADBAND: Internet services delivered over a wired connection exceeding 100 Mbps down and 20 Mbps up.

BDC: Broadband Data Collection

BUSINESS: refers to service intended for a licensed commercial entity.

CARRIER: Private commercial telecommunications provider operating across county, state, or national boundaries.

CIRCUIT: the complete electronic path through which communication signals travel between two or more points.

COMMISSION: The elected Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington.

CORE NETWORK: The routers and switches and OLTs are used to aggregate and transmit data between the Data Centers and the Nodes.

CPE: Customer Premises Equipment. Typically refers to optical modem equivalent and or WiFi router.

CTS: Communications Transport Service. The act of sending digital information across a physical network.

CUSTOMER: A person or entity that enters into an agreement with JPUD to purchase services. The term is inclusive of both retail and wholesale customers.

DATA CENTER: Buildings or rooms used by JPUD to house core routers and connections to internet.

DEMARCATION POINT: The designated location at which JPUD's facilities end, and the customer connection begins.

END POINT: Refers to the location and electronics on the outer edge of JPUD's network where the transport user (a customer or End User) receives a connection from or via the network provider (JPUD)

END USER: The person or entity using internet services at the End Point.

FACILITIES: Refers to lines, conduits, ducts, poles, wires, cables, crossarms, receivers, transmitters, instruments, machines, appliances, instrumentalities and all devices, real

estate, easements, apparatus, property, and routes used, operated, owned, or controlled by JPUD to facilitate the provision of telecommunications or broadband services.

GOVERNMENT: Refers to service intended for public agencies.

INTERNET ACCESS: Connection to the internet via a port in JPUD's Core Network.

ISP: Internet Service Provider

JPUD: Jefferson County Public Utility District or "District."

LINE EXTENSION: The construction and installation of JPUD owned fiber optic cable connecting JPUD facilities to End User facilities or premises.

MRC: Monthly Recurring Charge.

NETWORK TRANSPORT: infrastructure that provides connectivity and bandwidth for customer services and is characterized by the ability to support server layer provisioning and engineering.

NODE: In JPUD Network, Node refers to outdoor network enclosures containing network electronics and equipment used to connect JPUD Data Centers with End Users in a remote area.

NRC: Non-Recurring Charge. One-time fee.

OLT: Optical Light Terminal. Refers to network equipment used to connect End User equipment to Core Network.

ONT: Optical Network Terminal. Electronic device installed at End User premises. Serves as termination point for fiber optic cable.

OPEN ACCESS: CTS over facilities owned by one party, but open for use by other parties that agree to service terms that do not prohibit competition and instead create multiple service options for the End User.

PREMISES: A house or building and the land on which it is built.

PON: Passive Optical Network (PON) refers to CTS delivered over fiber optic cable that originates from a single port but can be split up to 64 times before being delivered to the End User.

RETAIL: Service provided directly to the End User by JPUD. May be residential or commercial.

RESIDENTIAL: Home or household use. Not intended for business purposes.

TRANSIT: Public Layer 2 Connectivity

TRANSPORT: Private Layer 2 Connectivity

SPLICE POINT: A location where a fiber has been designated as available for physical connection via fiber optic fusion splice; often located in a splice case, pedestal, or splitter cabinet.

VLAN: Virtual Local Area Network.

WHOLESALE: Service provided by JPUD to an ISP for resale to an End User.

QUALIFIED ISP ELIGIBILITY & APPLICATION PROCESS

ISPs wishing to resell PON services over JPUD's Broadband Network must meet all qualifying criteria on an annual basis. Qualification requires the verified completion of the following steps:

1. Submittal of completed Network Access Application or Renewal form. The Network Access Application shall be located on JPUD's website: <https://www.jeffpud.org/qualified-internet-service-providers/>. Incomplete applications or renewals will not be processed.
2. Submittal of complete and up-to-date attachments to the Application or Renewal Form.
 - a. Proof of insurances (more info in following section)
 - b. UBI Number.
 - c. 24/7 365 technical customer support ability (provide local access number(s)).
 - d. ISP Core Network Diagram & Description.
 - e. 3 References (preferably existing customers or other Open Access Network Operators).
3. **OAPA.** Upon successful completion of steps 1 & 2, an Open Access Provider Agreement (OAPA) will be issued to the ISP. Qualification of the ISP is not complete until the OAPA is signed and countersigned.
4. **Meeting Service Standards.** To support End Users in having access to high quality broadband services, all ISPs providing internet service over JPUD's PON network must meet or exceed the following standards:
 - a. **Bandwidth.** Unless otherwise indicated, service speeds must be provided at a minimum of 75% of advertised bandwidth. Throttling or extreme saturation that prevents an End User from achieving a bandwidth equal to at least 75% of the advertised speed is not permitted. End User must be given access to internet speed tests, noting that JPUD does NOT accept broad internet speed tests. Network congestion events on the JPUD PON network will not be factored into this measurement.
 - b. **Uptime.** Service must be available 99.9% of the time (three nines). A downtime of more than 9 hours over the course of a year is unacceptable. Outages do not include planned maintenance or JPUD outages affecting the connection to an End User. Force majeure occurrences will be dealt with on a case-by-case basis.
 - c. **Net Neutrality.** ISPs must operate a net neutral network; and will treat all data on the Internet the same, and not discriminate or charge differently by user, content, website, platform, application, type of attached equipment, or method of

communication.

- d. **Data Caps.** JPUD prohibits data caps on End Users.
- e. **Privacy.** ISPs will protect all End User data and will not share End User data without written consent from the End User.

Insurance Requirements

Proof of Insurance must be in place and submitted to JPUD before the ISP can connect to the network. Insurance provides protection against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work here under by the ISP, its agents, representatives, employees, or subcontractors. Any payment of deductible or self-insured retention shall be the sole responsibility of the ISP. Insurance coverage must be maintained for as long as the ISP is providing services using JPUD fiber network. The ISP shall provide JPUD with a copy of the endorsement every time a policy is renewed or modified so that JPUD always has the most current policy on file. Failure to provide current insurance coverage will result in termination. ISP shall provide a Certificate of Insurance which shall include the following:

- Automobile Liability insurance with limits of no less than \$1,000,000 combined single limit per accident for bodily injury and property damage.
- Worker's Compensation insurance at the limits established by the State of Washington.
- Commercial General Liability insurance written on an occurrence basis with limits of no less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate for personal injury, bodily injury, and property damage. JPUD shall be named as an additional insured on the insurance policy, with respect to work performed by or on behalf of the ISP, and a copy of the endorsement naming JPUD as additional insured shall be attached to the Certificate of Insurance. The ISP's insurance shall be primary insurance with respect to JPUD and JPUD shall be given thirty (30) days prior written notice of any cancellation, suspension, or material change in any coverage.

Core Network Diagram & Description

In order to ensure that ISPs have ability to provide high quality and reliable service to End Users over JPUD's network, applicants are required to provide a detailed network diagram depicting the core and distribution layers to include all upstream internet sources. Please identify any hardware, services, and network redundancies.

Open Access Provider Agreement Renewal

Following email confirmation to the ISP that JPUD has received the completed and countersigned OAPA, the ISP may begin submitting Service Requests to JPUD. The OAPA expires on the 31st of January of every calendar year. A new OAPA will be issued upon receipt and processing of the annual Network Access Application Renewal Form. No new service requests will be processed until an up to date, signed and countersigned OAPA is in place.

AVAILABLE CTS PRODUCTS AND RELATED CHARGES

Readily available Broadband Services from JPUD are listed on its Schedule of Rates and Charges for Broadband Network Services and are described in detail below. JPUD reserves the right at its sole discretion to discontinue services listed in the Schedule at any time. The Schedule is adopted in public session by JPUD's elected three-member Commission. The Commission may revise the rate schedule from time to time and at any time. Public input is always welcome.

Copies of current rate schedules are available on JPUD's website jeffpud.org and are also available on request. Billing and Collections practices are governed by JPUD's Customer Service Policy. In all cases, if there is any conflict between the list of products in the Broadband Service Policies and the Commission adopted Schedule of Rates and Charges, the Schedule of Rates and Charges shall govern.

PON CONNECTIONS

Advertised internet speeds are the maximum available speeds at the ONT port on the End User's premises and delivered over a shared connection, generally in a 1 x 32 split. Time of day, network utilization, congestion, and other factors may cause reductions in available speeds at the port. JPUD provisions the port at the speed requested in the Service Order. Billed at a flat rate per the associated speeds listed in the Schedule of Rates and Charges. May not be resold by the end user or shared with other service addresses.

Retail Service: Provided by JPUD directly to the end user. Includes internet access and network equipment. Not for commercial purposes.

- **Residential:** Includes JPUD provided optical modem equivalent and WiFi router. Not available for households wishing to use own router. Not for commercial purposes.
 - **Residential Assist 1:** Discounted Residential rate available to households qualified by JPUD to be earning less than 80% of Area Median Income (AMI).
 - **Residential Assist 2:** Discounted Residential product and charge available to households qualified by JPUD to be earning less than 200% of the Federal Poverty Level (FPL); or households participating in one of JPUD's Low-Income Programs.
- **Business:** Includes JPUD provided internet access equipment. Customer may choose to provide their own router. Includes dedicated IP. Additional support provided after hours.

Wholesale Service: Available to Qualified ISPs and intended for resale to a single end user. Includes ONT. Does not include internet access or dedicated IP. Qualified ISP must purchase internet access or dedicated IPs from JPUD if they cannot supply their own. Qualified ISPs are strongly encouraged to match JPUD's discounted price for Residential Assist products with their own discount. Periodic recertification is required for program eligibility. The Qualified ISP may not transfer a Residential Assist rate between end users. Connection delivered over ethernet.

- **Residential Products:** Provided by the Qualified ISP over JPUD's network to an end user household. Not for commercial purposes.

- **Residential Assist 1:** Discounted Residential rate available to households qualified by JPUD to be earning less than 80% of Area Median Income.
- **Residential Assist 2:** Discounted Residential product and charge available to households qualified by JPUD to be earning less than 200% of the Federal Poverty Level (FPL); or households participating in one of JPUD's Low-Income Programs.
- **Business:** Connection delivered over ethernet. Not for residential end users. Additional support provided after hours.

ENTERPRISE NETWORK CONNECTIONS

Enterprise Network Connections are intended for IT Professionals, mid-size to large businesses, and institutional customers seeking dedicated versus best effort connections. Enterprise Network Connections may be resold to additional end users. Enterprise service includes an Enterprise Service Level Agreement specifying metrics for service delivery as well as prescribed penalties for failure of delivery.

TRANSPORT

Provides a dedicated lit Layer 2 fiber connection between JPUD's core network and the Customer's location. Not available over JPUD's PON network. Billed at a flat rate per circuit at the associated speeds listed in the Schedule of Rates and Charges. A \$100 NRC is assessed per new circuit.

TRANSIT

Provides transport service with the addition of a path to the public internet. Billed at a flat rate per circuit at the associated speeds listed in the Schedule of Rates and Charges. A \$100 NRC is assessed per new circuit. Not available over JPUD's PON network.

MULTI-YEAR DISCOUNT

JPUD offers two levels of discount on enterprise transport or transit connections. Not applicable to any other products. Term begins upon date of service activation. Discount levels:

- Fifteen percent discount for a 36-month (3 Year) term.
- Twenty-five percent discount on a 60-month (5 Year) term.

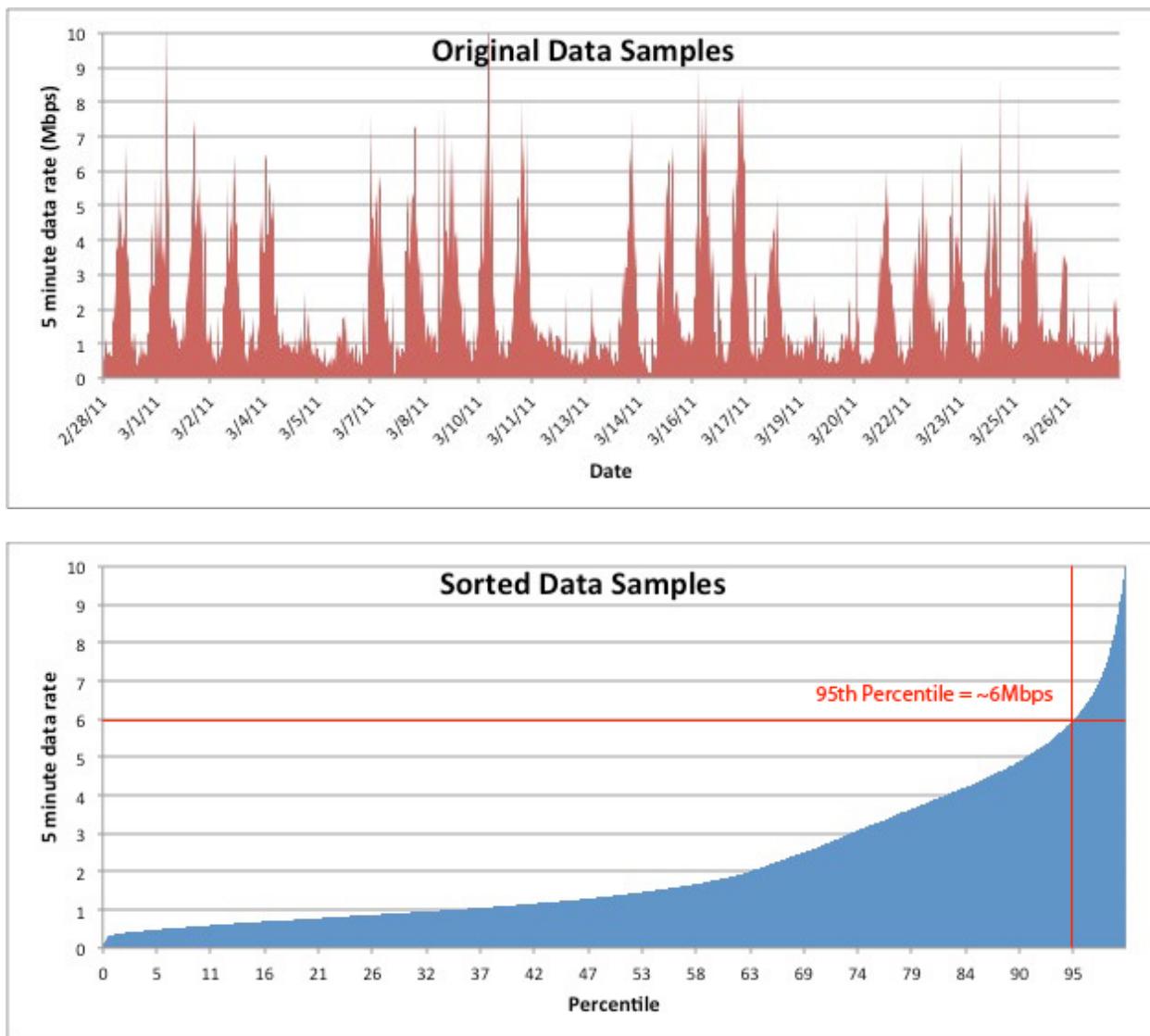
OTHER ITEMS

INTERNET ACCESS:

Provides a pathway off of JPUD's network and out to the internet.

- **Dedicated:** internet access delivered at a set dedicated bandwidth. Service is delivered at or above the 95th percentile. Not available over JPUD's PON network. Billed per megabit per second at the corresponding published rate. Data usage is preset to the nearest 100 Mbps.
- **Metered:** internet access billed by actual bandwidth used. Measured at the 95th percentile. A \$100 NRC applies to set up the service. Unlike other Broadband Service Rates, Metered Internet Access rates are variable and based on measurement of bandwidth consumed. The method of measurement is known as Burstable Billing. Over the course of the billing period, ISP data usage, measured in Mbps, is recorded in 5-minute intervals. At the end of the month these bandwidth recordings are sorted highest to lowest and the highest 5% of the samples are removed. The ISP is then billed at the value on the published rate table that falls at the 95th percentile of bandwidth used. A similar but separate table is used for the Aggregation Port with

JPUD Internet product.



DEDICATED IP: JPUD offers two options: A single static 1Pv4 address, or a /29 which includes a block of 8 IP addresses where five are usable.

EQUIPMENT NON-RETURN CHARGE: All JPUD equipment provided to Customer or End User must be returned to JPUD's office in good working order within 60 days of cancellation of monthly service. Failure to return equipment within 60 days will result in a charge of \$150 per device.

SNOWBIRD EQUIPMENT CHARGE: Allows PON network customers to suspend service for up to four consecutive months without returning equipment. Internet service is disabled.

RETAIL MESH WIFI ROUTER RENTAL: JPUD provided device available to retail PON customers. Outdoor units are weather and temperature hardened.

RETAIL WIFI CONTROL APPS: Only available to Retail PON Customers.

- **CONNECT+:** provides parental controls and whole network firewall enhancement to JPUD's free IOS or Android app.
- **SmartBiz:** provides small businesses multiple features over JPUD IOS or Android app; including multiple networks, a customer facing portal, priority bandwidth for payment devices, and default to MIIFI backups.

CUSTOM PRODUCTS AND RATES: CTS products not listed above may be available on a case-by-case basis as determined by Broadband network staff. Contact staff at broadband@jeffpud.org for more information. Custom products are not covered by the OAPA and require a separate contract.

PROJECT AREAS

JPUD Broadband Services are generally limited to its Electric Service territory. Within its electric service territory, JPUD has designated three types of Service Areas, each with their own rules.

Funded Project Areas

Includes areas where facilities construction is paid for in part or whole by grants or loans from outside agencies. Service will be deemed available by Broadband Department Staff when facilities construction is completed to the point that splice testing data has been received and approved for the funded project area or subarea. Staff will alert all Qualified ISPs of availability within a given funded service area via email. A map of the funded area with open service availability will be published on JPUD's website. Once the area is deemed open by JPUD, any applicable fiber line extension charges and service requests will be accepted and processed. Construction charges for funded project areas are available on the Broadband Service Schedule of Rates and Charges.

NOTE: ALL ELIGIBLE CUSTOMERS IN THE PORT TOWNSEND BUSINESS PROJECT AREA MUST PAY A \$1200 FIBER LINE EXTENSION CHARGE

Unfunded Project Areas

Includes any area where grant or loan funding has not been procured, and facilities construction will be paid by the Customer. Service will be made available on a case-by-case basis. Priority will be given to projects within 500ft of a JPUD splice point containing available fiber and where broader community benefit can be demonstrated. Service that does not demonstrate community benefit may be rejected, or postponed due to staff or contractor availability, at the discretion of JPUD.

Designated Adjacent Areas

Includes areas where facilities costs have been greatly reduced by proximity to grant or loan funded construction project areas. Designated adjacent areas are published on the fiber project map available on JPUD's website. Requires payment of applicable fiber line extension charges.

SERVICE REQUESTS

All customers must submit a Service Request via the online Service Request form on JPUD's website. Service must be available, and the Service Request must be complete in order for JPUD to process.

FACILITIES AND FIBER LINE EXTENSION STANDARDS

Location

Permanent line extensions will normally be built on the most direct route from the nearest source of supply. However, availability of easements and maintenance considerations may affect line routing. Placement of line extensions shall be at the discretion of JPUD.

Undergrounding Preference

To reduce outages caused by overhead construction, JPUD restricts all new overhead construction to a review process where the short-term cost savings for an individual customer do not override the long-term benefit for all PUD customers. The review process will be done by JPUD staff, its determination is final.

Trenches

In instances where the Customer or End User wishes to install their own underground communications conduit for future use by JPUD, underground service conduit must be installed to JPUD specifications and inspected and approved by a JPUD representative prior to backfill.

Easements

The Customer or End User shall provide easements as required for the Broadband facilities extension, in the location and the width specified by the JPUD.

Contracted Service Location

When a broadband facilities extension is initiated by a Customer or End User, the location on the property where service is requested shall become a part of the contractual agreement. Acceptance of service by the Customer or End User shall be deemed evidence of proper identification of that location. The Customer or End User may modify the Contracted Service Location by notifying JPUD in writing prior to service first being connected at the site; and when such notification is acknowledged by JPUD, the new site shall become the Contracted Service Location.

Facilities installed on Customer or End User property will be in accordance with current JPUD regulations, requirements, and policies that give consideration for present and future access. The Customer shall keep the area around all JPUD facilities on the Customer's property free of health and safety hazards, debris, and obstructions; to ensure clear and safe access at all times.

Right To Refuse Service

JPUD reserves the right to refuse to connect or render service to any Customer who has not complied with Federal, State, Municipal, or JPUD policies, regulations, laws, or facility access requirements concerning the rendition of service or has an unpaid obligation to JPUD.

SAFE WORKING CONDITIONS

Right To Enter Upon Premises

JPUD shall have the right, through its agents or employees, to safely enter the property of the Customer or End User at all times for the purpose of: reading, inspecting, repairing, or removing

JPUD owned broadband devices, appliances, and wiring; trimming or removing trees and brush that may interfere with the safe and efficient operation of the broadband Facilities; maintenance of utility lines, both overhead and underground; and inspection, replacement, installation and removal of JPUD Facilities.

Notice to Customer or End User

Excepting storm-related outage or force majeure situations, JPUD shall use its best efforts to provide a minimum of 24hrs notice to Customers or End Users when attempting to access or maintain JPUD assets on or within the Customer's or End User's property. JPUD employees are required to provide identification on arrival at the property. JPUD agents or employees will not enter Customer or End User premises without guided access from the premises owner or their designated representative.

Use Of Electric Outlets

The Customer or End User shall provide JPUD access to a minimum of one 110V electric outlet per CPE for the purpose of powering JPUD-owned Broadband equipment necessary to deliver service to the Customer or End User.

Construction and Ownership of Extension

Unless otherwise stated, the Customer(s) shall bear the cost of the facilities extension in accordance with all specifications of, and subject to inspection and approval by JPUD. Broadband service will not be made available until the Customer or End User meets all requirements. Ownership of any and all facilities constructed by JPUD to provide Broadband services shall remain with JPUD. Ownership of Customer or Contractor installed extensions will begin when approved and energized by JPUD.

Termination of Service and Return of End User Equipment

Service may be terminated by JPUD at any time for any reason, with 30 days written notice by JPUD to Customer. In addition, Customer may terminate Service at any time by notifying JPUD Customer Service. If the Customer cancels service, all JPUD equipment provided to Customer or End User must be returned to JPUD's office in good working order within 60 days or the Customer or End User will be charged \$150 per CPE. Note, please refer to JPUD Customer Service Policies regarding JPUD's policies for Customer Rights.

RESPONSIBILITY FOR MAINTENANCE AND REPAIRS

JPUD is responsible for all network obligations on JPUD side of the Demarcation, as well as any JPUD supplied electronics past the Demarcation point. ISP is responsible for all network facilities provided by the ISP past the Demarcation point on the End User side. Both parties will cooperate to reduce unneeded truck rolls. Should JPUD be requested to make a truck roll by ISP but finds that the problem was on the ISP side of the Demarcation, JPUD will bill time as defined in the Schedule of Rates and Charges. There will be no charges to the ISP for a truck roll where the problem was on JPUD side of the demarcation.

Trouble Reporting and Resolution

JPUD will monitor the fiber network 24/7. JPUD will notify the ISP contact about identified network problems that have a material impact on End User performance.

JPUD and ISP will maintain a Trouble Report Log for recording specific information when trouble reports are received by the other party and repairs are accomplished. Trouble Log information will be provided, upon request, to the party reporting the trouble and will include, but not limited to the following information:

1. Control numbers associated with each trouble report.
2. Date and time of the trouble report.
3. Name and telephone number of the entity reporting trouble.
4. Name and telephone number of the entity receiving the trouble report.
5. Repairs required to correct the trouble.
6. Date and time of trouble clearance.
7. Name and telephone number of the entity clearing the trouble.
8. Name and telephone number of the entity receiving trouble completion.

Alarms

JPUD shall connect its alarm monitoring system to ISP equipment if requested by ISP. The alarms in the monitoring system may include alarms to signal commercial AC failure; low DC; emergency generator run; door open; elevated temperature; low temperature; or high water.

Should ISP ask for assistance from JPUD technicians during a network emergency, JPUD will attempt to dispatch trained personnel within two (2) hours of notification by ISP.

In the event of an Equipment failure or out-of-service condition ('Outage'), JPUD shall inform ISP daily of the repair status, the progress of restoration, the estimated time remaining until the restoration of service, and all other significant information concerning the outage restoration. JPUD shall also, within ten (10) calendar days of the restoration of Service following an outage, submit to ISP a final outage report. This report should be in a form standard to the industry and contain information concerning the cause of the outage and restoration of service.

Notice Of Work Affecting Equipment

JPUD agrees it shall provide reasonable notification to ISP prior to the commencement of any work or activity that may affect the ISP electronics such as AC or DC power work, building environmental equipment changes, and other building activities.

Escalation

JPUD will report End User service outages within one hour when the outage occurs during normal business hours, or as soon as practical for outages occurring after hours.

JPUD will notify ISPs of minor problems (not causing an outage) by the end of the following business day after becoming aware of the problem.

ISP must provide JPUD with an escalation list that identifies the contact at ISP who should be

notified of network problems or outages. This list shall identify the specific and best ways to reach the ISP contact, including telephone number and email address. ISP should also provide a back-up contact in case the primary contact cannot be reached. ISP may also provide different contacts for various kinds of network problems.

SERVICE LIMITATIONS AND TERMINATION

In order to protect JPUD's Broadband Services and Facilities, all ISPs and End Users shall strictly comply with all terms and conditions of JPUD's Broadband Service Policies, Open Access Program Agreements, Acceptable Use Policies, Internet Service Agreement, Data Privacy Policy, and Customer Service Policy.

JPUD makes no guarantee regarding, and assumes no liability for, the security and integrity of any data or information transmitted by the ISP or an ISP's End Users over JPUD's Broadband Network or Facilities. Any attempt to breach system and network security measures is expressly prohibited and may result in criminal and civil liability.

JPUD's right to discontinue Broadband Service may be exercised whenever:

- ISP is not current on payments. JPUD invoices are due and payable within 30 days of the date of the invoice. ISP will be disconnected if at least 75% of any past due billing has not been paid within 30 days past the date of the invoice. Disconnection of Broadband Services may occur as often as delinquency shall occur and neither delay nor omission on the part of JPUD to enforce this rule at any one or more times shall be deemed as a waiver of its rights to enforce the same at any time, so long as the delinquency continues; or
- ISP or End User violates any governing policy or agreement regarding access to or use of JPUD Broadband Services or Facilities, including but not limited to the Broadband Service Policies, Open Access Provider Agreement, Customer Service Policies, Acceptable Use Policies, Internet Service Agreements, Data Privacy Policies, as may be amended.

In addition, ISPs and End Users must conform to the Federal Communication Commission (FCC) rules and regulations. In the event JPUD determines that any ISP or End User is acting in violation of this or other JPUD policy, FCC regulations or state and local law, termination of service may follow.

HISTORY:

Date Adopted	August 15, 2023	Resolution No.	2023-020
Date Revised	March 4, 2025	Resolution No.	2025-005
Date Revised	December 9, 2025	Resolution No.	2025-028

ATTACHMENTS:

Broadband Network Schedule of Rates and Charges

ASSOCIATED Policies:

Internet Service Agreement; Acceptable Use Policy; Customer Service Policy; Data Privacy Policy

PON NETWORK CONNECTIONS

RETAIL SERVICE	Mbps	150	1000	3000	10000
Residential	MRC	\$65	\$75	\$100	n/a
Residential Assist 1	MRC	\$55	n/a	n/a	n/a
Residential Assist 2	MRC	\$30	n/a	n/a	n/a
Business	MRC	n/a	\$95	\$150	\$300

WHOLESALE SERVICE	Mbps	150	1000	3000	10000
Residential	MRC	\$47	\$54	\$75	n/a
Residential Assist 1	MRC	\$44	n/a	n/a	n/a
Residential Assist 2	MRC	\$25	n/a	n/a	n/a
Business	MRC	n/a	\$71	\$117	\$255

ENTERPRISE NETWORK CONNECTIONS

TRANSPORT	Mbps	100	1000	3000	10000
	MRC	\$125	\$450	\$900	\$1,750
	NRC	\$100	\$100	\$100	\$100

TRANSIT	Mbps	100	1000	3000	10000
	MRC	\$150	\$700	\$1,800	\$3,750
	NRC	\$100	\$100	\$100	\$100

MULTI-YEAR CONTRACT DISCOUNT	36 MOS	15%	60 MOS	25%
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OTHER ITEMS

INTERNET ACCESS (per Mbps)	MRC
Dedicated	\$0.50
Metered (<i>billed at 95th Percentile</i>)	\$0.60

DEDICATED IP	qty	1	/29
	MRC	\$10	\$25

RETAIL MESH WIFI ROUTER RENTAL	1st Unit	Addtnl
Indoor MRC	\$10	\$5
Outdoor MRC	\$20	\$15

RETAIL WIFI CONTROL APP	SmartBiz	Connect+
	MRC	\$40
		\$10

Equipment Non-Return Charge	NRC	\$150
Snowbird Equipment Charge	MRC	\$15

FIBER LINE EXTENSION CHARGES

See Broadband tab of JPUD website for published maps of project areas.

AREA	w/n Footage Limit	Past Footage Limit
UNFUNDED SERVICE AREA	All construction charges billed to customer.	All construction charges billed to customer.
FUNDED SERVICE AREA	No Charge up to 1000 ft before take rate met. \$750 for residential or \$1200 for businesses after.	A portion of construction charges beyond 1000 ft billed to customer.
DESIGNATED ADJACENT AREAS	\$750 for residential or \$1200 for businesses up to 500 feet.	A portion of construction charges beyond 500 ft billed to customer.

LABOR CHARGES

Applies to any requested work not included in installation, or for work on non PUD facilities

DURING OFFICE HOURS	\$150 per hour	30 minutes minimum <i>8am to 4:30pm, Monday through Friday, excluding holidays.</i>
AFTER HOURS	\$250 per hour	1hr. minimum <i>4:30pm to 8am, Monday through Friday and anytime weekends and holidays.</i>