

## **RESIDENTIAL INTERNET**

(Rate "TRI")

### **Availability:**

Residential Internet service is available by the request of the authorized property owner or legal tenant, if one or more of the following criteria are applicable:

- Service location is a single-family residence (detached home, townhome, duplex or other) serviced by a single electric meter.
- Service location is an apartment, or condominium within a building with individual living units serviced by a single electric meter.
- Service location is a mobile home or other living accommodation serviced by a single electric meter.
- Baseline sustained bandwidth below 20Mbps calculated by measuring the average peak bandwidth usage, defined as the maximum bandwidth used in successive traffic samples taken over 45 minutes on two consecutive days in a month.
- This rate is not available for resale purposes.

### **Nature of Service:**

Residential Internet is a fiber-based broadband data service leveraging Internet Protocol (IP) technology. Internet services are subject to network availability at the service address. Internet services are provisioned with upload and download speeds the same, subject to availability, network latency, overheads, splices, power outages and network or customer premise equipment conditions in addition to other possible factors. Internet service activation requires the placement of a fiber drop to service the premise and the installation of customer premise equipment.

### **Monthly Rate:**

|           |         |
|-----------|---------|
| 1000 Mbps | \$89.99 |
| 500 Mbps  | \$69.99 |
| 200 Mbps  | \$59.99 |

### **Due Date:**

The due date of the customer's bill will be shown on the bill and will be at least twenty-one (21) days. Payments received after the due date are considered late, and a penalty charge of 2% shall be imposed as a one-time charge.

### **Promotional:**

The Utility may offer discounted service rates for promotional purposes that are defined and targeted for a purpose. The discounts will be offered and provided to any eligible customer that meets the defined parameters set for the discount as available in the time period established for that promotion. A record of promotional discount offerings and their parameters will always be

maintained. Termination of service prior to the end of a promotional offering may be subject to promotional cost recovery.

**Tax and Fees:**

Customer is responsible for any applicable federal, state, and local taxes and fees.

**RESIDENTIAL VOICE**

(Rate "TRV")

**Availability:**

Residential voice service is available by the request of the authorized property owner or legal tenant, if one or more of the following criteria are applicable:

- Service location is a single-family residence (detached home, townhome, duplex or other) serviced by a single electric meter.
- Service location is an apartment, or condominium within a building with individual living units serviced by a single electric meter.
- Service location is a mobile home or other living accommodation serviced by a single electric meter.
- Service location must be subscribed to Internet service.
- This rate is not available for resale purposes.

**Nature of Service:**

Residential voice service is a digital communications service where voice communication is converted to IP technology and commonly referred to as Voice over Internet Protocol (VoIP). VoIP service is subject to network availability at the service address, network latency, overheads, splices, power outages and network or customer premise equipment conditions in addition to other possible factors. VoIP service requires the use of specific CPE as identified below.

All calls to destinations outside of the US contiguous 48 states, including International calls will be charged on a metered basis (per minute) according to the applicable rates. Billing increments applicable to metered calls is 6 seconds for United States calls, 60 seconds for calls to Mexico, and all other and International calls are billed in 6 second increments, after the initial 30 seconds.

**Monthly Rate:**

Per Line            \$14.99

**International Rates:**

Plan                \$4.99 + Usage Charges

Usage Charges: This rate is subject to the Department's International Rate Plans.

**Directory Assistance and Operator Assisted Rates:**

This rate is subject to the Department's Directory Assistance and Operator Assisted Rate Plans.

**Due Date:**

The due date of the customer's bill will be shown on the bill and will be at least twenty-one (21) days. Payments received after the due date are considered late, and a penalty charge of 2% shall be imposed as a one-time charge.

**Promotional:**

The Utility may offer discounted service rates for promotional purposes that are defined and targeted for a purpose. The discounts will be offered and provided to any eligible customer that meets the defined parameters set for the discount as available in the time period established for that promotion. A record of promotional discount offerings and their parameters will always be maintained. Termination of service prior to the end of a promotional offering may be subject to promotional cost recovery.

**Tax and Fees:**

Customer is responsible for any applicable federal, state, and local taxes and fees.

City of Traverse City  
Light and Power Department  
Effective: March 10, 2020

**COMMERCIAL INTERNET**

**(Rate "TCI")**

**Availability:**

Commercial Internet service is available by the request of the business owner or other authorized business representative, if one or more of the following criteria are applicable:

- The service location is duly licensed to undertake an individual trade, business or profession in the city, county or state where Internet or VoIP service is available by the utility.
- Service location is currently classified as a commercial electric customer
- Private ownership.
- Sole proprietor or partnership.
- Less than 20 employees.
- Single Location.
- No Service Level Agreement (SLA) required.
- Requires only standard Business ONT.
- Requires only 1 static IP address.
- General alignment with Small Business Administration Revenue Size Standards as organized by NAIC.
- Baseline sustained bandwidth below 50Mbps calculated by measuring the average peak bandwidth usage, defined as the maximum bandwidth used in successive traffic samples taken over 45 minutes on two consecutive days in a month.
- This rate is not available for resale purposes.

**Nature of Service:**

Commercial Internet is a fiber-based broadband data service leveraging Internet Protocol (IP) technology. Internet services are subject to network availability at the service address. Internet services are provisioned with upload and download speeds the same, subject to availability, network latency, overheads, splices, power outages and network or customer premise equipment conditions in addition to other possible factors. Internet service activation requires the placement of a fiber drop to service the premise and the installation of customer premise equipment.

**Monthly Rate:**

|                     |                                      |
|---------------------|--------------------------------------|
| 1000 Mbps           | \$149.99                             |
| 500 Mbps            | \$99.99                              |
| Static IP Addresses | \$25.00 each, up to (4) IP addresses |

**Due Date:**

The due date of the customer's bill will be shown on the bill and will be at least twenty-one (21) days. Payments received after the due date are considered late, and a penalty charge of 2% shall be imposed as a one-time charge.

**Promotional:**

The Utility may offer discounted service rates for promotional purposes that are defined and targeted for a purpose. The discounts will be offered and provided to any eligible customer that meets the defined parameters set for the discount as available in the time period established for that promotion. A record of promotional discount offerings and their parameters will always be maintained. Termination of service prior to the end of a promotional offering may be subject to promotional cost recovery.

**Tax and Fees:**

Customer is responsible for any applicable federal, state, and local taxes and fees.

City of Traverse City  
Light and Power Department  
Effective: March 10, 2020

## **COMMERCIAL VOICE**

**(Rate "TCV")**

### **Availability:**

Commercial voice service is available by the request of the business owner or other authorized business representative, if one or more of the following criteria are applicable:

- The service location is duly licensed to undertake a trade, business or profession in the city, county or state where Internet or VoIP service is available by the utility.
- Service location is currently serviced by a single electric meter.
- Service location is a commercial building with individual business units serviced by a single electric meter.
- Private ownership.
- Sole proprietor or partnership.
- Less than twenty (20) employees.
- Single Location.
- No Service Level Agreement (SLA) required.
- Requires only standard Business ONT.
- Requires only 1 static IP address.
- General alignment with Small Business Administration Revenue Size Standards as organized by NAIC.
- Service location must be subscribed to Internet service.
- This rate is not available for resale purposes.

### **Nature of Service:**

Commercial voice service is a digital communications service where voice communication is converted to IP technology and commonly referred to as Voice over Internet Protocol (VoIP). VoIP service is subject to network availability at the service address, network latency, overheads, splices, power outages and network or customer premise equipment conditions in addition to other possible factors. VoIP service requires the use of specific CPE as identified below.

All calls to destinations outside of the US contiguous 48 states, including International calls will be charged on a metered basis (per minute) according to the applicable rates. Billing increments applicable to metered calls is 6 seconds for United States calls, 60 seconds for calls to Mexico, and all other and International calls are billed in 6 second increments, after the initial 30 seconds.

**Monthly Rate:**

Per Line            \$24.99

**International Rates:**

Plan                \$4.99 + Usage Charges

Usage Charges: This rate is subject to the Department's International Rate Plans.

**Directory Assistance and Operator Assisted Rates:**

This rate is subject to the Department's Directory Assistance and Operator Assisted Rate Plans.

**Due Date:**

The due date of the customer's bill will be shown on the bill and will be at least twenty-one (21) days. Payments received after the due date are considered late, and a penalty charge of 2% shall be imposed as a one-time charge.

**Promotional:**

The Utility may offer discounted service rates for promotional purposes that are defined and targeted for a purpose. The discounts will be offered and provided to any eligible customer that meets the defined parameters set for the discount as available in the time period established for that promotion. A record of promotional discount offerings and their parameters will always be maintained. Termination of service prior to the end of a promotional offering may be subject to promotional cost recovery.

**Tax and Fees:**

Customer is responsible for any applicable federal, state, and local taxes and fees.

City of Traverse City  
Light and Power  
Department  
Effective: March  
10, 2020

## **ENTERPRISE INTERNET**

**(Rate "TEI")**

### **Availability:**

Enterprise Internet service is available by the request of the business owner or other authorized business representative, if one or more of the following criteria are applicable:

- The service location is duly licensed to undertake an individual trade, business or profession in the city, county or state where Internet or VoIP service is available by the utility.
- The service location is a single location that has multiple dwelling or business units that are served under a single billing account.
- Public or Private Ownership.
- Greater than twenty (20) employees.
- One (1) or more operating locations.
- Service Level Agreement may be required.
- Requires additional CPE to provision end-user services whether provided by TCLP or customer.
- Contract required.
- Installation requires site visit and quote.
- Requires more than one (1) static IP address.
- Generally exceeds Small Business Administration Revenue Size Standards as organized by NAIC.
- Baseline sustained bandwidth above 50Mbps calculated by measuring the average peak bandwidth usage, defined as the maximum bandwidth used in successive traffic samples taken over 45 minutes on two consecutive days in a month.
- This rate is not available for resale purposes.

### **Nature of Service:**

Enterprise Internet is a fiber-based broadband data service leveraging Internet Protocol (IP) technology. Internet services are subject to network availability at the service address. Internet services are provisioned with upload and download speeds the same, subject to availability, network latency, overheads, splices, power outages and network or customer premise equipment conditions in addition to other possible



factors.

**Monthly Rate:**

By Quote Only

**Due Date:**

The due date of the customer's bill will be shown on the bill and will be at least twenty-one (21) days. Payments received after the due date are considered late, and a penalty charge of 2% shall be imposed as a one-time charge.

**Promotional:**

The Utility may offer discounted service rates for promotional purposes that are defined and targeted for a purpose. The discounts will be offered and provided to any eligible customer that meets the defined parameters set for the discount as available in the time period established for that promotion. A record of promotional discount offerings and their parameters will always be maintained. Termination of service prior to the end of a promotional offering may be subject to promotional cost recovery.

**Tax and Fees:**

Customer is responsible for any applicable federal, state, and local taxes and fees.