

ORDINANCE NO. 19-820

AN ORDINANCE ESTABLISHING INTERNET AND VOICE RATES FOR  
CLARKSVILLE CONNECTED UTILITIES

WHEREAS, Clarksville Connected Utilities is desirous of establishing Internet and  
Voice rates; and,

WHEREAS, said rates are to bifurcated between business and residential rates,

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF  
CLARKSVILLE, ARKANSAS that:

Section 1. The residential rate schedule shall be as follows:

A. See attached Exhibit "A".

Section 2. The business rate schedule shall be as follows:

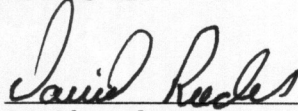
A. See attached Exhibit "B".

Section 3. All ordinances and parts of ordinances in conflict herewith are hereby  
repealed.

BE IT SO ORDAINED.

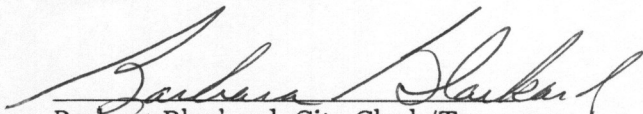
Passed this 12 day of August, 2019.

APPROVED:



David Rieder, Mayor

ATTEST:



Barbara Blackard, City Clerk/Treasurer

## Clarksville Connected Utilities Fiber Optic — Internet & Voice Rate Schedules

### Residential Broadband Services

Residential		
Internet		
Level	Description	Total Monthly Reoccurring Charge
Basic	10 MB & Demand Side Management (NOT IMMEDIATELY AVAILABLE)	
Tier 1	100 Mbps Up & Down No Data Caps (Passive)	\$ 44.95
Tier 2	250 Mbps Up & Down No Data Caps (Passive)	\$ 64.95
Tier 3	500 Mbps Up & Down No Data Caps (Passive)	\$ 79.95
Tier 4	1 Gig /1,000 Gbps Up & Down No Data Caps (Passive)	\$ 89.95
All Tiers include ONT and the in-home router with WiFi capability. IF booster WiFi device is needed there would be an additional montly fee.		
If Customer supplies their own in-home router/WiFi device, there will be an additional \$5 monthly customer charge fee added.		
Any service outside of these tiers will be priced according the the proposed solution custom designed for customer need.		

### Fiber Optic — Voice Over Internet Protocol Rate Schedule

Residential	
Voice over Internet Protocal (Phone Service)	
Residential	Total Monthly
Phone Package 1 (Access line, Unlimited domestic LD*, All Features***, Residential Voicemail)	\$ 24.95
Second Line Residential, CID, CW, 3WC no LD	\$ 19.95
Stand Alone Residential Line, CID, CW, 3WC, no LD	\$ 19.95
Directory Assistance (Each Time)	\$ 1.50
Operator Services	As billed
Domestic Long Distance (Per Minute)	\$ 0.05
International Calling	NONE

The residential rate schedule is not applicable to commercial type use on standalone business premises, but is available for in home type businesses. Where a portion of the residence premise, not separately connected, is used for nonresidential purposes, the predominant use of the service, as determined by Clarksville Connected, shall determine the rate schedule applicable to all service. Multi-family premises rates shall be determined based upon the specific need of each location. Service is for the use of the customer only and may not be shared or resold to others without written approval from Clarksville Connected. Network speeds are dependent upon a number of variables including the number of connected devices, distance from a WiFi unit to the connected device, in home wiring, the speed of the



internet site a user is connected to, and the capability of the connected device. Speed tests may not, therefore, show the speed at 100% of the advertised tier speed at all times.

**Availability:** At any point on the Clarksville Connected distribution fiber network system.

**Application:** For residential service to single home or apartment including an ONT and on-premise router.

**Taxes:** The net monthly bill is subject to the addition of all required taxes levied on internet and phone bills.

**Payment:** Payment shall be due fifteen (15) days from the billing date and if not paid on or before the fifteenth (15<sup>th</sup>) day following the billing date, a late charge of ten percent (10%) may be added to the bill. If customer is an electric, water, and/or wastewater customer of Clarksville Connected, the charges will be included in a unified billing for all utilities and subject to payment accordingly.

**Contract Period:** Month to month, except when otherwise required by a contractual agreement.

The CCU Commission shall have the authority to adjust pricing to allow for special promotions to inspire network subscriptions, to adjust pricing for competitive responses to local incumbent offerings, and to approve pricing and contract terms for customers who require non-standard and/or custom network configurations.

Should Clarksville Connected Utilities have a need to provide services in its internet and phone operations not currently anticipated, it may provide such service to the extent provided by law. The rate for such services shall not be less than the associated variable costs as determined by CCU. Nothing in this ordinance shall prohibit Clarksville Connected upon approval from the Commission from providing special prices or promotions for limited periods of time, providing incentives to customers to purchase packaged services, and to enter into contract terms for customers who require non-standard and/or custom network configurations so long as the rate for such packages is not less than the associated variable costs as determined by Clarksville Connected.

## Business Broadband Services

Business		
Internet		
Level	Description	Total Monthly
Tier 1	100 Mbps Up & Down No Data Caps (Passive)	\$ 59.00
Tier 2	200 Mbps Up & Down No Data Caps (Passive)	\$ 95.00
Tier 3	300 Mbps Up & Down No Data Caps (Passive)	\$ 115.00
Tier 4	500 Mbps Up & Down No Data Caps (Passive) ^	\$ 225.00
Tier 5	500 Mbps but Burst to 1 Gig if bandwidth is available (Passive) ^	\$ 300.00
Tier 6	1 Gig/1000 Mbps Up & Down No Data Caps (Passive) ^	\$ 500.00
Tier 7	Dedicated 1 Gig Up & Down No Data Caps (Active) *^	\$ 999.00
Tier 8	Dedicated 2 Gig Up & Down No Data Caps (Active) *^	\$ 1,499.00
Additional IP Addresses (each)		\$ 5.00
Fax Capability		\$ 25.00
Tiers 1 to 5 include ONT in-business router with WiFi capability and 1 Static IP Address		
^ Tiers 4 to 8 include one IP address & Service Level Agreement (SLA) = 99.92% Up		
* Tier 7 & 8 Will include multiport switch, basic router, and one Wireless Access Point.		
If Small business customers in Tiers 1 - 6 supplies their own router and WiFi device there will be an additional \$5 customer charge fee added monthly		
Any network service needed outside of these tiers will be priced according the the proposed solution custom designed for customer unique application.		

## Fiber Optic — Voice Over Internet Protocol Rate Schedule

Business	
Voice over Internet Protocol (Phone Service)	
Business	Total Monthly
Business SIP Trunks with Unlimited Domestic LD First Line	\$ 34.95
Each Additional Line Up to 5	\$ 24.95
Unlimited Domestic LD Plan* (Phone Line, CID, CW, Bus VM)	\$ 39.95
Business Package 1 (CID, CW, 3Way)	\$ 27.95
Business SIP Trunk with Unlimited Local Calling	\$ 19.95
Directory Assistance (Each Time)	\$ 1.50
Operator Services	As billed
Domestic Long Distance (Per Minute)	\$0.049
International Calling	NONE
*** All features are available, but all other features must be requested by the customer except Caller ID, Call Waiting, and Three Way Calling which will be turned on by default.	

The commercial rate schedule is not applicable to a multi-location business, which desires to have a virtual or physically dedicated network, but it is available for in-home type businesses if the need is



demonstrated by the customer and is determined by Clarksville Connected. When a business premise includes multiple tenants, each tenant shall be connected and billed separately using commercial business rates, unless there is one connection the building owner has for the service and the tenants have access to a WiFi service the owner provides as a portion of the lease.

Service is for the sue of customer only and may not be shared or resold to others without written approval from Clarksville Connected. Network speeds are dependent upon a number of variables including the number of connected devices, distance from a WiFi unit to the connected device, in home wiring, the sped of the internet site a user is connected to, and the capability of the connected device. Speed tests may not, therefore, show the speed at 100% of the advertised tier speed at all times.

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