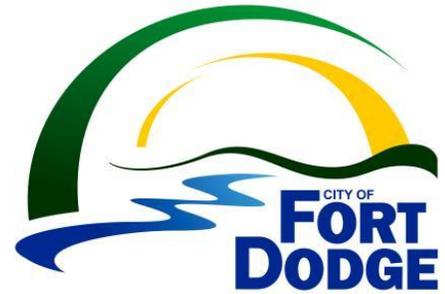


February 21, 2023

From: Jeremy Pearson
To: Mayor Bemrich and City Council
Subject: Resolution Approving Amendment to Fort Dodge FIBER Rate & Policy



ACTION: For Vote: Monday, February 27, 2023

Brief History

2019

City Council approved Pre-Feasibility contract w/ SmartSource Consulting
SmartSource presented Final Report to City Council
Referendum passed w/ 72% approval

2020

Current State of Broadband (RFI, Options, Next Steps) Presented to City Council
Feasibility Study Complete and presented to City Council

2021

City Council approved setting public hearing for revenue loan agreement
City Council approved Rate Ordinance, HR Green Engineering Contract, Set Public Hearing on Initial Material Purchase, Authorizes issuance/legal documents
City Council approved financing for the Fiber to the Premise; Municipal Broadband Utility
Released name and branding of Fort Dodge FIBER

2022

Approved design of CO and Tech Building
Released Bid Documents for Broadband System Construction
Approved Fort Dodge Fiber Vehicle Purchases
Interviews and initial staff hires of Fort Dodge FIBER
Approved contract for initial Dedicated Internet Access Circuit
Approved Phone Services Agreement
Approved Purchase of PON NetElastic
Approved Purchase of VM Equipment
Approved Purchase of Customer Service Center office partitions and furniture
Released Bid Documents for Drop Construction
Approved Paymentus for Electronic Bill Payment Services

Approved Fiber Drop Construction RFP
Approved Fort Dodge Fiber Location Signage
Approved updated Rate & Fee structure and Communications, Acceptable Use and Privacy policies
Approved contract for After-Hours Customer Technical Support Services

2023

Approved contract for Redundant Dedicated Internet Access Circuit
Approved purchase of Fiber Utility Locator Vehicle
Approved purchase of additional Redundant Core Routing Equipment for Fort Dodge Fiber
Approved Direct Interconnection with Inteliquent/Sinch for Fort Dodge Fiber

Analysis of Issue

Keeping with Fort Dodge FIBER's mandate to provide cost-competitive data and phone service for residents and businesses, it's prudent for Fort Dodge FIBER to periodically review its rate and fee structure as new products become available and market trends emerge. Based upon the research of Fort Dodge FIBER staff and its consultants, it was determined that residential and business customers would benefit from the utility offering a 5GB connection. Additionally, several commercial calling features have been added along with a fee structure for business telephone devices.

Budget Impact

Adoption of the rate resolution will set rates and fees that will be paid by customers in exchange for Fort Dodge FIBER services.

Staff Conclusions / Recommendations

Pursuant to Ordinance No 2347, Fort Dodge FIBER Staff recommends approving the resolution to set rates and fees for Fort Dodge FIBER.

Implementation and Accountability

City Manager's Office and Fort Dodge FIBER Director will share responsibility for implementation of the listed rates, fees, and policies

Approved By:

David Fierke, City Manager

Department:

City Manager's Office

Status:

Approved - 23 Feb 2023

Communications Rate Policy

FORT DODGE FIBER

REVISED XX-XX-2023

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This policy is established by the Municipal Telecommunications Utility of the City of Fort Dodge, doing business as Fort Dodge Fiber. The policy designed to promote consistency, equity, and quality service to all customers. It does not intentionally conflict with any applicable law, regulation or ordinance imposed by other authorities, such as the Federal Communications Commission or the Iowa Utilities Board.

1 INTERNET AND DATA SERVICE

1.1 RESIDENTIAL INTERNET SERVICE

Service	Included	Rate
REAL 100	<ul style="list-style-type: none"> Up to 100 Mbps download and 100 Mbps upload. Includes Wi-Fi 6 gateway with remote support. 	\$75.00/mo
REAL 500	<ul style="list-style-type: none"> Up to 500 Mbps download and 500 Mbps upload. Includes Wi-Fi 6 gateway with remote support. 	\$85.00/mo
REAL GIG	<ul style="list-style-type: none"> Up to 1 Gig (1,000 Mbps) download and 1 Gig (1,000 Mbps) Mbps upload. Includes Wi-Fi 6 gateway with remote support. 	\$95.00/mo
REAL 5 GIG	<ul style="list-style-type: none"> Up to 5 Gig (5,000 Mbps) download and 5 Gig (5,000 Mbps) Mbps upload. Includes Wi-Fi 6 gateway with remote support. 	\$125.00/mo
Worry-Free Wi-Fi	<ul style="list-style-type: none"> Wi-Fi verification at time of installation with connection of up to 5 devices Customer network management app One Wi-Fi extender for enhanced coverage. 	\$10.00/mo
Wi-Fi extender	Per additional mesh extender per month beyond one. Requires Worry-Free Wi-Fi	\$5.00/mo ea.
Static IPv4	Each	\$10.00/mo

1.2 BUSINESS INTERNET SERVICE

Service	Included	Rate
REAL BIZ 250	<ul style="list-style-type: none"> Up to 250 Mbps download and 250 Mbps upload. Includes Wi-Fi 6 gateway with remote support. 	\$125.00/mo
REAL BIZ 500	<ul style="list-style-type: none"> Up to 500 Mbps download and 500 Mbps upload. Includes Wi-Fi 6 gateway with remote support. 	\$250.00/mo
REAL BIZ GIG	<ul style="list-style-type: none"> Up to 1 Gig (1,000 Mbps) download and 1 Gig (1,000 Mbps) upload. Includes Wi-Fi 6 gateway with remote support. 	\$500.00/mo

REAL BIZ 5 GIG	<ul style="list-style-type: none"> Up to 5 Gig (5,000 Mbps) download and 5 Gig (5,000 Mbps) upload. Includes Wi-Fi 6 gateway with remote support. 	\$750.00/mo
Worry-Free Wi-Fi	<ul style="list-style-type: none"> Wi-Fi verification at time of installation with connection of up to 5 devices Customer network management app One Wi-Fi extender for enhanced coverage. 	\$10.00/mo
Wi-Fi extender	Per additional mesh extender per month	\$5.00/mo ea.
Static IPv4	Each	\$10.00/mo

1.3 MDU BULK INTERNET CONTRACT

Bulk internet for MDU's is available on a negotiated contracted rate subject to approval of the Fort Dodge City Council.

1.4 SPECIALIZED DATA CIRCUITS AND DARK FIBER

1.4.1 Lit Services

Service	Included	Rate
VLAN Point to Point – 10 Mb		\$200.00/mo
VLAN Point to Point – 25 Mb		\$250.00/mo
VLAN Point to Point – 50 Mb		\$350.00/mo
VLAN Point to Point – 100 Mb		\$450.00/mo
VLAN Point to Point – 1 GB		\$750.00/mo

1.4.2 Dark Fiber

Dark fiber services are available on a negotiated contracted rate subject to approval of the Fort Dodge City Council.

2 TELEPHONE SERVICE

2.1 RESIDENTIAL TELEPHONE SERVICE

Service	Included	Rate
REAL TALK Standard	<ul style="list-style-type: none"> Unlimited local and domestic long distance calling to United States* Unlimited standard calling features (see 2.5). 	\$20.00/mo per line
REAL TALK Premium	<ul style="list-style-type: none"> Unlimited local and domestic long distance calling to United States* Unlimited standard calling features (see 2.5) HomeXtend mobile app 	\$25.00/mo per line

	<ul style="list-style-type: none"> Optional HomeXtend calling features (see 2.7) 	
Non-domestic Long Distance	International calling is enabled at no charge by customer request. Per-minute rate varies by calling destination. Contact the office for current rates.	varies
HomeXtend App	<p>The mobile phone client offers several features to compliment your home phone service. Available for iOS and Android</p> <ul style="list-style-type: none"> Placing calls that appear to come from your residential line. Answering calls that arrive at your residential line. Configuring your residential line features including Call Forwarding options, Call Waiting and Do Not Disturb. 	Included with REAL TALK Premium
Battery back-up	The battery back-up provides up to 8-hours of back-up power to the ONT/Gateway. Customers with Life Alert must have a battery back-up.	\$4.00/mo
*Domestic long distance includes calls to the 48 contiguous United States. Calls to Alaska, Hawaii, Puerto Rico, and international calls are considered non-domestic and are billable.		

2.2 COMMERCIAL TELEPHONE SERVICE

Service	Included	Rate
REAL BIZ Preferred	<ul style="list-style-type: none"> Unlimited local and long distance calling to continental United States. Unlimited standard calling features (see 2.5). 	\$40.00/mo per line
REAL BIZ Premium	<p>Includes REAL BIZ Preferred, plus</p> <ul style="list-style-type: none"> nCommand Plus Mobile App Included Commercial Calling Features (see 2.6) 	\$45.00/mo per line
Non-domestic Long Distance	International calling is enabled at no charge by customer request. Per-minute rate varies by calling destination. Contact the office for current rates.	varies
nCommand Plus Mobile App	<p>The mobile phone client offers several features to compliment your business phone service. This includes:</p> <ul style="list-style-type: none"> Placing calls that appear to come from your business line. Transferring calls from your business line. Answering calls that arrive at your business line. Configuring your business line features including Call Forwarding options, Call 	Included with RealBiz Premium

	Waiting and Do Not Disturb. <ul style="list-style-type: none"> Support for texting from your business line. Send and receive SMS/MMS messages. 	
Battery back-up	The battery back-up provides up to 8-hours of back-up power to the ONT/gateway.	\$4.00/mo
*Domestic long distance includes calls to the 48 contiguous United States. Calls to Alaska, Hawaii, Puerto Rico, and international calls are billable.		

2.3 COMMERCIAL TELEPHONE SIP TRUNKING

\$22.00 per month per SIP trunk

2.4 COMMERCIAL TELEPHONE EQUIPMENT

Fort Dodge Fiber makes available certain equipment, such as telephones, for purchase by customers. This equipment is to be offered for sale at a price not to exceed Fort Dodge Fiber’s actual wholesale cost plus a 15% administrative processing charge. The pricing sheet to be applied is available at the Customer Experience Center and may be updated at any time prior to a sale to reflect then-current wholesale costs.

2.5 TELEPHONE MISCELLANEOUS CHARGES

Service	Included	Rate
E911		\$1.00/mo
USF	@ current regulatory rate	
Toll-Free Number	Per month/line	\$5.00/mo + \$0.04 per minute
Unpublished telephone number	Initial setup charge	\$10.00
Directory assistance	Per call. Must first be activated on customer’s account.	\$5.00 per call

Applicable state and local taxes will be applied.

2.6 AVAILABLE STANDARD CALLING FEATURES

The following features are available by request at no additional charge for both residential and commercial telephone Standard service.

- Anonymous Call Rejection
- Caller ID
- Caller ID Delivery Blocking
- Call Forward Always, No Answer, Not Reachable
- Call Return
- Call Waiting
- Call Hold
- Do Not Disturb
- Speed Dial
- 3-Way Calling
- Voice Mail

2.7 INCLUDED COMMERCIAL CALLING FEATURES

The following features are included at no additional charge for any commercial telephone customer

- Company main number (1 free per account)
- Direct dial numbers for all users (DID's)
- Basic auto attendant
- Hunt groups
- Music on hold (customizable)

2.8 OPTIONAL COMMERCIAL CALLING FEATURES

The following features are available to commercial telephone customers for an additional charge.

Feature	Rate
Additional basic auto attendant	\$10.00/mo
Advanced auto attendant	\$24.00/mo
Receptionist console	\$80.00/mo
Personal audio conference bridge	\$14.00/mo
Personal hosted fax	\$10.00/mo
Shared hosted fax	\$24.00/mo
Standalone voicemail	\$3.00/mo
Virtual number	\$5.00/mo
Call center-agent client	\$20.00/mo
Call center user-standard	\$18.00/mo
Call center user-advanced	\$30.00/mo
Call center-supervisor	\$56.00/mo
Call recording	\$10.00/mo
Cloud business fax	\$24.00/mo

2.9 HOMEXTEND CALLING FEATURES

The following features are available by request at no additional charge for customers with the HomeXtend app.

- Sequential Ring
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Distinctive Ring

3 BUNDLED SERVICES

3.1 HOME-BASED BUSINESS/REMOTE WORKER BUNDLES

Home-Based Business/Remote Worker Bundles are available at any residential address where one or more persons engages in a “Home Occupation” as defined by the Code of the City of Fort Dodge, Section 17.03.01.

Bundle	Included	Rate
HomeBiz 100 Bundle	<ul style="list-style-type: none"> • 100 Mbps download and 100 Mbps upload with priority data • 1 RealBiz Premium commercial telephone line • White pages listing if requested 	\$100.00/mo
HomeBiz 500 Bundle	<ul style="list-style-type: none"> • 500 Mbps download and 500 Mbps upload with priority data • 1 RealBiz Premium commercial telephone line • White pages listing if requested 	\$110.00/mo
HomeBiz Gig Bundle	<ul style="list-style-type: none"> • 1 Gig (1,000 Mbps) download and 1 Gig (1,000 Mbps) upload with priority data • 1 RealBiz Premium commercial telephone line • White pages listing if requested 	\$120.00/mo
Additional RealBiz Preferred phone line	When added to a HomeBiz Bundle	\$25.00/mo ea.
Additional RealBiz Premium phone line	When added to a HomeBiz Bundle	\$30.00/mo ea.
Fax line		\$10.00/mo ea.

3.2 BUSINESS BUNDLED SERVICE

Bundle	Included	Rate
RealBiz 250	<ul style="list-style-type: none"> • 250 Mbps download and 250 Mbps upload with priority data. • Wi-Fi 6 gateway with remote support • 2 RealBiz Premium phone lines • Priority service restoration 	\$170.00/mo
RealBiz 500 Bundle	<ul style="list-style-type: none"> • 500 Mbps download and 500 Mbps upload 	\$310.00/mo

	<ul style="list-style-type: none"> with priority data • Wi-Fi 6 gateway with remote support • 2 RealBiz Premium phone lines • Priority service restoration 	
RealBiz Gig Bundle	<ul style="list-style-type: none"> • 1 Gig (1,000 Mbps) download and 1 Gig (1,000 Mbps) Mbps upload with priority data • Wi-Fi 6 gateway with remote support • 2 RealBiz Premium phone lines • Priority service restoration 	\$550.00/mo
RealBiz 5 Gig Bundle	<ul style="list-style-type: none"> • 5 Gig (5,000 Mbps) download and 5 Gig (5,000 Mbps) Mbps upload with priority data • Wi-Fi 6 gateway with remote support • 2 RealBiz Premium phone lines • Priority service restoration 	\$800.00/mo
Additional Premium Biz phone lines	When added to a REAL BIZ Bundle	\$25.00/mo ea.

Additional bundled features may be available under a negotiated contract between FORT DODGE FIBER and the customer and approved by the Fort Dodge City Council.

4 MISCELLANEOUS FEES AND OTHER CHARGES

Any fee may be waived as part of an authorized promotional activity.

Service	Included	Rate
Digital Billing	Customer bill delivered electronically and accessible via customer portal	Included
Paper Billing	Customer bill printed and mailed.	\$5.00 per bill
Standard service activation	Activation of telecommunications services at a premise where a fiber optic service line has already been installed. Does not include installation of services to outbuildings.	\$60.00
Reconnection Fee		\$30.00
NSF Fee	For non-sufficient funds check	\$25.00
Credit card chargeback fee	For reversed credit card payments	\$25.00
Labor Rate per hour-during normal business hours		\$50.00
Labor Rate per hour-Outside of normal business hours		\$100.00
Late Payment Charge	1.5% on the unpaid balance after the due date	

Applicable state and local taxes will be applied.

5 LOST/DAMAGED EQUIPMENT

Item Description	Included	Rate
Nokia ONT and/or residential gateway		\$250.00
ONT power supply		\$15.00
Wi-Fi Mesh Extender		\$100.00
Battery back-up (8 hour)		\$100.00
Battery back-up (24 hour)		\$400.00

Applicable state and local taxes will be applied.