

Communications Rates

NEW HAMPTON MUNICIPAL COMMUNICATIONS UTILITY

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CONTENTS

1	Internet Service.....	3
1.1	Residential Service	3
1.2	Commercial Service.....	3
1.3	Specialized Services.....	3
2	TV Service.....	4
2.1	Residential Channel Packages.....	4
2.2	Commerical Channel Packages	4
2.2.1	Non-Hospitality Commercial Establishments.....	4
2.2.2	Hospitality Commercial Establishments.....	4
2.3	Premium Channels	5
2.4	Time-Shift Services.....	5
2.5	TV Equipment and Miscellaneous Charges	5
3	Telephone Service.....	6
3.1	Residential Service	6
3.2	Commercial Service.....	6
3.3	Telephone Miscellaneous Charges.....	6
3.4	Available Calling Features	7
4	Seasonal Rates	7
5	Miscellaneous Non-Recurring fees and other charges	7
6	Unreturned/Lost/Damaged Equipment.....	8

This policy is established by the Board of Trustees of New Hampton Municipal Communications Utility (“NHMCU”), and 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, Iowa Utilities Board or City of New Hampton.

1 INTERNET SERVICE

1.1 RESIDENTIAL SERVICE

Service	Included	Rate
Home100	Up to 100 Mbps download and 100 Mbps upload	\$65.00/mo
Home250	Up to 250 Mbps download and 250 Mbps upload	\$90.00/mo
HomeGig	Up to 1,000 Mbps download and 1,000 Mbps upload	\$130.00/mo
Managed WiFi	Includes managed WiFi gateway with remote support	\$5.00/mo
WiFi mesh extender	Per additional mesh extender per month	\$2.00/mo ea.
Additional DHCP addresses	Each, up to 15 per account	\$5.00/mo
Static IPv4	Each	\$10.00/mo
Battery back-up	The battery back-up provides up to 8-hours of back-up power to the ONT. Customers with Life Alert must have a battery back-up.	\$4.00/mo

1.2 COMMERCIAL SERVICE

Service	Included	Rate
Biz100	Up to 100 Mbps download and 100 Mbps upload	\$75.00/mo
Biz250	Up to 250 Mbps download and 250 Mbps upload	\$110.00/mo
BizGIG	Up to 1,000 Mbps download and 1,000 Mbps upload	\$200.00/mo
Managed WiFi	Includes managed WiFi gateway with remote support	\$5.00/mo
WiFi mesh extender	Per additional mesh extender per month	\$2.00/mo ea.
Additional DHCP addresses	Each, up to 15 per account	\$5.00/mo
Static IPv4	Each	\$10.00/mo
Battery back-up	The battery back-up provides up to 8-hours of back-up power to the ONT.	\$4.00/mo

1.3 SPECIALIZED 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
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Other specialized rates are available on a negotiated rate subject to approval of the NHMCU Board of Trustees.

2 TV SERVICE

2.1 RESIDENTIAL CHANNEL PACKAGES

Service	Included	Rate
Basic TV	Local TV channels and 1 IP set-top box.	\$48.00/mo
Basic Plus	Local TV channels, Enhanced TV channels, and 1 IP set-top box.	\$90.00/mo
Family Plus	Local TV channels, Enhanced TV channels, Family Plus channels, and 1 IP set-top box.	\$98.00/mo
Sports Plus	Local TV channels, Enhanced TV channels, Sports Plus channels, and 1 IP set-top box.	\$98.00/mo
Total TV	Local TV channels, Enhanced TV channels, Family Plus channels, Sports Plus channels, and 1 IP set-top box.	\$106.00/mo

2.2 COMMERCIAL CHANNEL PACKAGES

2.2.1 Non-Hospitality Commercial Establishments

Non-hospitality commercial establishments are defined as any business that is not licensed to serve alcohol or does not receive 80% or more of its revenues from the sale of food or beverages.

The TV channel lineup and pricing for non-hospitality commercial establishments shall be the same as for residential customers as listed in 2.1 with the exception of the Stingray digital music channels, which are available at the rate listed below in 2.2.2.

2.2.2 Hospitality Commercial Establishments

Hospitality commercial establishments are defined as any business that is licensed to serve alcohol or receives 80% or more of its revenues from the sale of food or beverages. Examples include bars and restaurants.

Service	Included	Rate
Basic TV	Basic TV channels and 1 IP set-top box.	\$48.00/mo
Basic Plus	Basic & Basic Plus TV channels, , and 1 IP set-top box.	\$90.00/mo
Family Plus	Local TV channels, Enhanced TV channels, Family Plus channels, and 1 IP set-top box.	\$98.00/mo
Sports Plus	Local TV channels, Enhanced TV channels, Sports Plus channels, and 1 IP set-top box.	\$98.00/mo
Total TV	Local TV channels, Enhanced TV channels, Family Plus channels, Sports Plus channels, and 1 IP set-top box.	\$106.00/mo

Stingray Digital Music for Commercial Establishments	Requires Local TV, Basic Plus, Family Plus, Sports Plus, or Total TV.	\$20.00/mo
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The channel lineup for hospitality commercial establishments shall be the same as for residential customers except for ala carte sports channels listed below, which are only available for an additional fee as dictated by the programming provider.

Hospitality Commercial Establishment Ala Carte Sports Channels (per month)							
Channel or Channel Group	Fire Code Maximum Occupancy Rating						
	0-50	51-100	101-150	151-200	201-300	301-500	500+
Bally Sports North	\$37.50	\$50.00	\$75.00	\$100.00	\$125.00	\$150.00	\$200.00
Big Ten Network	\$37.50	\$50.00	\$75.00	\$100.00	\$125.00	\$150.00	\$200.00
Fox Sports 1	\$23.00						
Fox Sports 2	\$23.00						
Fox College Sports	\$23.00						
NFL Red Zone	\$60.00 per year (August-July)						

2.3 PREMIUM CHANNELS

Service	Included	Rate
HBO		\$16.00/mo
Cinemax		\$12.00/mo
STARZ!Encore		\$12.00/mo
Showtime Unlimited (rev. 8/9/21)		\$11.00/mo
NFL Red Zone	Seasonal subscription, August 1-July 31. Billed one-time at the time of subscription.	\$60.00 per year

2.4 TIME-SHIFT SERVICES

Service	Included	Rate
Whole-Home DVR	Pause, record and play back on multiple TV's simultaneously. Includes up to 150 hours of recording storage & remote scheduling.	\$7.00/mo
DVR Plus	Pause, record and play back on multiple TV's simultaneously. Includes up to 300 hours of recording storage & remote scheduling.	\$10.00/mo

2.5 TV EQUIPMENT AND MISCELLANEOUS CHARGES

Service	Included	Rate
IP Set-Top Box	Per IP set-top box (1 included free with any TV package)	\$2.00/mo
Additional IPTV Remote		\$20.00
Franchise Fee	Assessed by City of New Hampton on all TV services	5%

Applicable state and local taxes will be applied.

3 TELEPHONE SERVICE

3.1 RESIDENTIAL SERVICE

Service	Included	Rate
Home Phone	Unlimited local and long distance calling to contiguous United States. Unlimited calling features.	\$24.00/mo Per line
International 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.	
*Domestic long distance includes calls to the United States, Canada, and the following countries and territories: American Samoa, Anguilla, Antigua and Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Guam, Jamaica, Montserrat, Northern Mariana Islands, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sint Maarten, Trinidad and Tobago, Turks and Caicos Islands, and United States Virgin Islands.		

3.2 COMMERCIAL SERVICE

Service	Included	Rate
Office Phone	Unlimited local and long distance calling to contiguous United States. Unlimited calling features.	\$35.00/mo Per line
International 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.	
*Domestic long distance includes calls to the United States, Canada, and the following countries and territories: American Samoa, Anguilla, Antigua and Barbuda, Bahamas, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Dominica, Dominican Republic, Grenada, Guam, Jamaica, Montserrat, Northern Mariana Islands, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sint Maarten, Trinidad and Tobago, Turks and Caicos Islands, and United States Virgin Islands.		

3.3 TELEPHONE MISCELLANEOUS CHARGES

Service	Included	Rate
E911		\$1.00/mo
USF	@ current regulatory rate	
Toll-Free Number	Per month/line plus toll usage	\$5.00/mo
Unpublished telephone number	Initial setup charge	\$10.00
	Per month	\$3.00/mo
Additional white pages listing	One included with commercial telephone service	\$5.00/mo
Directory assistance	Per call	\$1.25 per call

Applicable state and local taxes will be applied.

3.4 AVAILABLE CALLING FEATURES

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

<ul style="list-style-type: none"> • Anonymous Call Rejection • Call Forward Busy • Call Forward Don't Answer • Call Forward Variable • Call Screening (Selective Call Rejection) • Call Transfer • Call Waiting • Call Waiting ID • Caller ID Name & Number • Collect Call Block • Continuous Redial 	<ul style="list-style-type: none"> • Call Hunting • Dual Ring • Last Call Return/Callback • Long Distance Alert • Priority Call • Remote Access Call Forward Variable • Selective Call Forward • Three-Way Calling • Toll Blocking • Voice Mail
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4 SEASONAL RATES

Residential services only. Minimum one month. Applicable for up to 5 months in a calendar year. Customer is responsible for notifying NHMCU when placing services on seasonal status and resuming normal services when they return.

Service	Included	Rate
Internet	10Mbps x 10Mbps	\$20.00/mo
Cable TV	Basic TV only	\$10.00/mo
Telephone	Local calling only Unlimited local/long distance calling	\$24.00/mo

Applicable state and local taxes will be applied.

5 MISCELLANEOUS NON-RECURRING FEES AND OTHER CHARGES

Any fee may be waived as part of a promotional activity or upon discretion of NHMCU staff.

Service	Included	Rate
Standard service installation	Installation of telecommunications services at a premise where a fiber optic service line has already been installed.	\$50.00

Service line installation (Network Facilities Charge)	Installation of a fiber optic service line at a premise that does not have a fiber optic service line.	Materials and Labor
Reconnection (customer requested)		\$30.00
Reconnection (non-pay)		\$25.00
NSF Fee	For non-sufficient funds check	\$30.00
Labor Rate per hour-during normal business hours		\$75.00
Labor Rate per hour-Outside of normal business hours		\$150.00
Late Payment Charge	1.5% on the unpaid balance after 25 days from bill date.	

Applicable state and local taxes will be applied.

6 UNRETURNED/LOST/DAMAGED EQUIPMENT

Item Description	Included	Rate
IPTV remote		\$20.00
IPTV set-top box		\$200.00
MoCA adapter		\$60.00
Calix ONT	Includes residential gateways	\$350.00
ONT power supply		\$15.00
Wireless mesh extender		\$100.00
Battery back-up		\$100.00

Applicable state and local taxes will be applied.