



**CITY OF VERNON**  
**VERNON PUBLIC UTILITIES**  
**FIBER OPTIC DIVISION**

**Residential Internet**

**APPLICABILITY**

Applicable to all Residential Internet Access provided by the City of Vernon.

**TERRITORY**

Within the city limits of the City of Vernon.

**RATES**

		Monthly Recurring Charges
RATE SCHEDULE	Bandwidth	1 Year Term
DIA-20	20 Mbps	\$35.77

		Non-recurring Charges
RATE SCHEDULE	Bandwidth	Installation – One-time Aid-in-Construction Charges
DIA-2	20 Mbps	\$100

**SERVICES**

1. 7 X 24 Toll-free Customer Care Technical Support - (800) 949-0103
2. 7 X 24 Network monitoring from Network Operation Center (NOC)
3. Bandwidth utilization reports are available upon request. Report graphically shows bandwidth usage in and out of the customer's location.
4. Static IP addresses with a /30 static IP is provided to the customer at no charge.
  - a. Additional static IP's or extended IP range is not available for residential customers.
5. Domain Registration
  - i. Domain Name                      Reverse DNS Lookup

## **SPECIAL CONDITIONS**

1. Installation time and date will be scheduled with the tenant, upon their availability to allow for COV staff and contractor access.
2. Service installation may begin up to 14 days after application submittal date
  - a. A minimum of 1 week is needed for design, scheduling, planning and potential construction, if needed
3. The optical link will be terminated in the customer's facility on a COV owned and managed termination device (Customer Provisioning Equipment) that presents a 10/100 Meg Ethernet port to the customer.
4. COV will provide Customer Provisioning Equipment device to the Customer's site.
5. COV will provide a standard Netgear router upon initial service installation. Any router upgrades or configurations (including wifi extenders, etc.) of customers own router is the customer/tenant's responsibility.
6. The network is provided with static IP addresses, please ask for the details.
7. Fiber optic division will work with COV Public Works to accommodate location and modifications for cable entry into locations as best as possible.

## **CUSTOMER RESPONSIBILITIES**

1. Install, maintain, and pay for cabling that connects the Service to equipment that is not provided by COV, or make request for building accommodation's to COV Public Works.
2. Maintain equipment space and associated facilities, conduits, and rights-of-way as safe places to work, and insure such facilities are safe against fire, theft, vandalism and other casualties.
3. Be responsible for all damages to COV-provided equipment located on Customer's premises, excluding reasonable wear and tear and damages caused by COV.
4. Tenants are responsible for network and internet security software.
5. One-time construction fee applies to each location, relocation or reconnection after a previous disconnection request.
6. The Customer is responsible for the configuration, operation, and maintenance of its own LAN/WAN device(s).