



VERNON PUBLIC UTILITIES

FIBER INTERNET

DEDICATED FIBER INTERNET PLANS



WHY CHOOSE VERNON FIBER INTERNET FOR YOUR DEDICATED CONNECTION?



DEDICATED CONNECTION

Extremely reliable service with dedicated speeds that you do not share with other internet customers.

SECURE CONNECTION

Your connection is a direct line back to the main network, keeping you connected to your partners, customers, and employees.

24x7 NETWORK MONITORING

Our professional team are monitoring the network 24x7 and are available for support 24x7.

SYMETRICAL SPEEDS WITH BURSTING

Business today is bi-directional, sending data is just as important as receiving data. That's why our system has matched upload and download speeds. We also incorporate speed bursting which introduces speeds beyond your service agreement. This helps with those extra large files being transferred as well as stabilizing those video conference meetings.



THE SHORT OF IT

- ✓ 1 to 1 CONNECTION
- ✓ 99.9% UP-TIME
- ✓ SECURE & MONITORED NETWORK
- ✓ CONSISTENT HIGH SPEEDS
- ✓ 24x7 CUSTOMER SUPPORT



WE HAVE A PLAN THAT MATCHES YOUR NEEDS

OUR PLANS

All of Vernon Public Utilities Fiber Internet Plans are designed to fit a specific range of businesses.

[Compare our plans to figure out what speeds best fit your business.](#)

	BEST SELLER				
	10 Mbps	20 Mbps	35 Mbps	50 Mbps	100 Mbps
	STARTER	BUSINESS	PROFESSIONAL	PREMIUM	EXECUTIVE
	Up To 5 Users	Up To 10 Users	Up To 13 Users	Up To 15 Users	Up To 30 Users
Internet Browsing	✓	✓	✓	✓	✓
Large File upload/download	—	✓	✓	✓	✓
Streaming Music	✓	✓	✓	✓	✓
Streaming Video	—	—	✓	✓	✓
Cloud Applications	—	—	—	✓	✓
E-Commerce	—	—	—	—	✓
	\$490 MO	\$600 MO	\$1250 MO	\$1550 MO	\$2800 MO

*All bandwidth speeds are up to
**All packages are estimates based on average usage

BEST IN CUSTOMER SERVICE

FOR PRE SALES QUESTIONS
323.583.8811 x812



COMMON QUESTIONS ANSWERED

Is there a contract?

Yes. Typically all Vernon Public Utilities Fiber contracts are 1 year terms. This contract can be extended depending on circumstances discussed before signing.

Is Vernon Public Utilities Fiber available for my location?

A very large portion of the city does have Vernon Public Utilities Fiber Service available. We are expanding our reach further everyday.

What speeds are available in my area?

If we have service in your area, all of our plan speeds are available to you.
5Mbps, 10Mbps, 20Mbps, 35Mbps, 50Mbps, 75Mbps, 100Mbps.

Will you add service to my area if it's not available?

Yes. We will survey your address and the surrounding area to come up with a construction cost and timeline for expansion into your area. In some special cases you may be responsible for these costs.

What happens if my service goes down?

If the service goes down we know about it immediately. Our network is monitored 24 hours a day, 7 days a week, 365 days a year. If your service were to go down, our response team could have you back up and running quickly. You can also call our 24/7 dispatch at 323.826.1461.

Once I have signed the contract, how long does it take to get my service?

Usually we are able to have you up and running in a timely manner. If construction is required it could take up to a couple of weeks. We work hard to get your service up as quickly as possible.



Customer Service (WEEKDAYS)

Michelle Sapak
323.583.8811 x812

Emergency/Critical Issue (24/7 CONTACT)

Operations
661.382.2047

Technical Support (WEEKDAYS)

Dave Cardoza
323.589.9498

Other Contacts (WEEKDAYS)

Nick Van Stryk
(ENGINEERING)
818.300.4682

Danny Garcia
(FIBER CONSTRUCTION)
661.382.2047

Here's What Our Customers are Saying



"We've been on Vernon Public Utilities Fiber for over seven years now. The reliability of the service and customer support refreshing."

Petrelli Electric Inc
I.T. Manager



DEDICATED INTERNET ACCESS SERVICE ORDER FORM

CITY OF VERNON PUBLIC UTILITIES FIBER

SERVICE INFORMATION

ACTION <input type="checkbox"/> New <input type="checkbox"/> Move/Change <input type="checkbox"/> Add/Upgrade SERVICE TERM <input type="checkbox"/> Month to Month (Construction Charges Apply) <input type="checkbox"/> 1 Year	SERVICE SUMMARY <input type="checkbox"/> 5 Mbps <input type="checkbox"/> 10 Mbps <input type="checkbox"/> 20 Mbps <input type="checkbox"/> 35 Mbps <input type="checkbox"/> 50 Mbps <input type="checkbox"/> 75 Mbps <input type="checkbox"/> 100 Mbps	ETHERNET SUMMARY <input type="checkbox"/> 100/1000 Ethernet Line DARK FIBER SUMMARY From: <input type="text"/> To: <input type="text"/>
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COMPANY INFORMATION

CONTACT	TITLE	
COMPANY NAME		
DBA		
ADDRESS	SUITE/FLOOR/UNIT	
CITY	STATE	ZIP
TELEPHONE	FAX	
EMAIL		
BILLING INFORMATION (IF DIFFERENT FROM COMPANY INFO)		
CONTACT	TITLE	
COMPANY NAME		
ADDRESS	SUITE/FLOOR/UNIT	
	STATE	ZIP
TELEPHONE	FAX	
EMAIL		

SERVICE LOCATION INFORMATION

SERVICE ADDRESS	
FIBER TERMINATION LOCATION	SUITE/FLOOR
FIREWALL MAKE/MODEL	ROUTER MAKE/MODEL
TECHNICAL CONTACT/LAN ADMIN	TELEPHONE
TECHNICAL CONTACT EMAIL	MOBILE NUMBER
INSTALLATION ACCESS LIMITATIONS	
ADDITIONAL SERVICES	

SPECIAL INSTRUCTIONS:

The service is subject to the General Terms and Conditions and City rules relating to dedicated internet services.



City of Vernon APPLICATION AND CONTRACT DEDICATED INTERNET ACCESS SERVICES

The undersigned Applicant hereby request the City of Vernon (COV) supply Dedicated Internet Access (DIA) Services to the location shown on Internet Service Order Form, attached hereto and made a part hereof by reference, in accordance with the applicable rates, rules and regulations, General Terms and Conditions, and the Acceptable Use Policy of the City.

Applicant hereby agrees to the following:

1. Applicant has reviewed and inspected the applicable City of Vernon rates, rules, General Terms and Conditions and Acceptable Use Policy for Dedicated Internet Access Services and agrees to comply therewith, and with any changes or modifications hereto which may be authorized from time to time by the City.
2. Applicant elects to take and pay for Service Level of _____ Mbps symmetrical under Rate Schedule **No. DIA-**_____. Monthly payments of \$_____ will apply for the Internet Services starting _____ (Date) for a minimum period of one year for _____ (Applicant/Company Name).
3. If the Applicant elects not to keep the Internet Services, 30 days written advanced notice will be required. Applicant will be responsible for 50% of the remaining first year monthly fees if the Applicant elects to cancel the service without cause within the first year.
4. As specified in this schedule, Applicant agrees to the following installation charges:
 - a. Construction Cost: The City will install fiber optic cable and the cable termination inside a patch panel in the customer's point-of-service. The City has **waived** all construction charges up to the point of entry into the building, including patch panel termination and the splice enclosures work outside the property.
 - b. CPE (Equipment) Cost: The City has **waived** One-time Cost of \$975 for the equipment and the equipment shall be returned to the City when the service is no longer requested by the Applicant.
5. Applicant agrees to provide the City of Vernon, its agents, contractors and installers a right of access for any dedicated internet lines and/or facilities which may be necessary to build in, on under, or over Applicant's Premise for the purpose of making delivery hereunder. Applicant also grants to the City a right of access to service any such lines or facilities in order to install, maintain, repair, replace, and/or remove them. All facilities installed by the City shall remain the sole property of the City.

City of Vernon
APPLICATION AND CONTRACT
DEDICATED INTERNET ACCESS SERVICES

6. Applicant is responsible for the installation of pathways from the City's point of entry into the building to the designated point-of-service. For tray mount fiber optic cable installation work, this includes a suitable conduit.
7. In the event Applicant within the Term of Service Contract Applicant chooses to materially increase or decrease his service requirements other than service termination, the Applicant may be required to enter in a new contract, which provides for the modified service delivered to Applicant.
8. This Contract shall at all times be subject to such changes or modification by the City as may be made from time-to-time in the exercise of its jurisdiction.

Print Name

Signature

Title

Date

Company