



2135 South Ammon Road, Ammon, Idaho 83406

RESIDENTIAL FIBER OPTIC UTILITY SERVICE APPLICATION

Applicant Name(s): _____

Service Address: _____

Billing Address: _____

Email Address: _____ Phone Number: _____

1Gbps residential fiber optic utility service is requested at the listed property by the applicant who agrees to the following terms:

- 1. Service bandwidth to be 1Gbps as defined by accepted industry standards.
2. \$16.50 Monthly utility rate set by resolution of the City Council but subject to change as set forth in ordinance.
3. Utility service (lit fiber transport as provided by the City) includes:
a. Infrastructure and equipment maintenance and replacement as required by normal usage.
b. Utility operation of system infrastructure and equipment (lighting and operation for transport).
c. End user tools for service(s) creation and provisioning, including utility portal for retail service subscriptions.
4. Utility service DOES NOT include:
a. Retail services, either public or private, other than services deemed necessary by the City for public health and welfare (access to retail services is provided via the utility portal).
b. Maintenance or replacement of infrastructure or equipment located inside property boundaries damaged or impaired by the occupants (including underground facilities).
5. The City of Ammon is NOT responsible for services made available through the utility portal.
6. Contracts or agreements for service(s) made available through the utility portal are not the responsibility of the City of Ammon.
7. Customer support for services, including troubleshooting and outage repairs are the responsibility of the service provider, resulting in the following:
a. Service problems or outages must be reported directly to the service provider by the resident.
b. Service providers unable to diagnose or resolve service problems shall contact City utility operations for utility infrastructure and equipment support.
8. Utility personnel respond to residential outages during normal business hours, unless three or more contiguous properties are experiencing an outage, as set forth by ordinance.
9. This agreement provides that the City of Ammon or their designated agent has authority to perform service and maintenance on the fiber line to service address property as follows:
a. City Broadband service members or their designated agents may enter upon the service address property on the exterior of the residence addressed in this agreement to maintain and service the line as needed and that entry shall not be constituted a trespass.
b. Entry into any residence on the service address property shall be done during regular business hours or as allowed by permission of the property owner (denial of entry could result in discontinuation of service to the service address).

ATTENTION - DO NOT SIGN THIS DOCUMENT PRIOR TO READING THE FOLLOWING INFORMATION:

By signing below I acknowledge my monthly payment is due on or before the 10th of each month, whether a statement is received or not. Late fees are assessed after the 10th of each month. I understand that in the event my account becomes delinquent, the City of Ammon shall give notice of disconnect following City Code Section 8-3-34. As property owner of said premise, I further grant the City upon such delinquency to record a lien against my property for all such deficiencies in regards to my account for this premise. I understand that I will be responsible for all services related to this account, until such time as I have notified the City of my intent to disconnect or have transferred the liability to another party in writing. Further, I understand that in the event of collection by the City, I will be responsible for all collection, attorney fees and court costs

X _____ X _____
Signature Date

For Office Use only: Fiber Billing Code added to the account associated with the above service address:
Account Number: _____ Completed By: _____ On: _____