

JACKSON ENERGY AUTHORITY

RESIDENTIAL CABLE TELEVISION RATE SCHEDULES

AVAILABILITY – GENERAL

These schedules are available to residential customers for domestic use in single family or multiple dwelling units where the resident maintains an individually billed electric service account by Jackson Energy Authority or any other utility provider. Private dwellings in which space is occasionally used for the conduct of business by a person residing therein will be served under this rate schedule. Where a portion of the private dwelling is used regularly for the conduct of business, the General Service Cable Television rate schedule shall apply. The Residential Cable Television rate schedule shall not apply to multiple dwelling units, such as apartments, nursing homes, dormitories, clubs, fraternities, orphanages, boarding houses, or other such facility where the electric service is bulk-billed to the owner of the building.

Cable Television service under this schedule is for the exclusive use of the customer and shall not be resold or shared with other residential customers.

BILLING UNITS

Cable Television service under this schedule shall be billed on a monthly basis in arrears.

RATE SCHEDULE R-1

Rate Schedule R-1 is available to residential customers located within Madison County, Tennessee.

<u>Programming Service Category</u>	<u>Monthly Rate</u>
Analog Basic Service (Lifeline Service)	\$35.75 per month
Analog Expanded Service	\$58.50 per month
Analog Standard Service (Basic and Expanded)	\$94.25 per month
Digital Basic Service (Lifeline Service)	Included in Analog lifeline service, requires digital converter or digital television
Digital Plus Service Tier	\$16.50 per month
Digital High Definition Service	\$ 8.75 per month
Home Box Office – Digital Premium Service	\$20.75 per month
EPIX – Digital Premium Service	\$15.00 per month
Cinemax – Digital Premium Service	\$15.25 per month
Showtime Unlimited – Digital Premium Service	\$20.00 per month
Starz Super Pack – Digital Premium Service	\$15.50 per month
Kids & Family Tier	\$15.00 per month
Entertainment Tier	\$25.00 per month
Sports & News Tier	\$35.00 per month
<u>Customer Premise Equipment</u>	
Standard Definition Digital Converter, each	\$ 6.50 per month
High Definition Digital Converter, each	\$10.00 per month

High Definition/DVR Digital Converter, each	\$22.00 per month
Cable Card	\$ 6.00 per month
Multi-room DVR Service	\$10.00 per month

NON-RECURRING INSTALLATION CHARGES

Aerial installation (up to 200 feet from tap)*	\$100.00 (includes activation of all existing outlets)
Underground installation (up to 200 feet from tap)*	\$150.00 (includes activation of all existing outlets)
New additional outlets	\$50.00 (same trip as primary outlet activation)
	\$75.00 (separate trip)
Custom Installation (drop down wall)	\$75.00 (internal wall)
	\$125.00 (external wall)
Service upgrade	\$30.00

Installations in excess of 200 feet from the nearest tap will be charged a surcharge for the cost of the excess footage.

RATE DISCOUNTS

Rates above are maximum monthly rates for all a la carte service with no Minimum Service Term. Rates for monthly programming services, customer premise equipment, and/or installation charges may be discounted within packages and service combinations, or for customer acquisition promotions. Minimum Service Terms may be required to obtain discounts and Early Termination Fees may apply if Minimum Service Terms are not met. Such Minimum Service Terms and Early Termination Fees shall be applied to all customers in a consistent manner.

PROGRAMMING COST RATE ADJUSTMENT

Rates for programming service categories and customer premise equipment (that feature digital music services and electronic program guides) may be adjusted quarterly by the amount of the increases in the cost of programming for existing programming services or for new programming services added to a category of service.

MINIMUM BILL

The minimum monthly bill under this rate schedule shall be for Analog Basic Cable Television service, plus any fees, taxes, or other required charges by governmental or regulatory agencies.

CONTRACT REQUIREMENTS

Jackson Energy Authority shall not require contracts for regular a la carte services. However, Jackson Energy Authority may require Minimum Service Terms for discounted service packages in combination with other cable television or telecommunication services offered by or through Jackson Energy Authority. Early Termination Fees may apply if Minimum Service Terms are not met. Such Minimum Service Terms and Early Termination Fees shall be applied to all customers in a consistent manner.

PAYMENT

Bills under this rate schedule will be rendered monthly for service received during the prior month. Any amount of the bill unpaid after the due date specified on the bill may be subject to additional charges under Jackson Energy Authority's standard policy.

JACKSON ENERGY AUTHORITY

RESIDENTIAL INTERNET SERVICE RATE SCHEDULES

AVAILABILITY – GENERAL

This schedule is available to residential customers for domestic, non-commercial use in single family or multiple dwelling units where the resident maintains an individually billed electric service account by Jackson Energy Authority or any other utility provider. Internet service requires subscription to cable television service or telephone service provided through Jackson Energy Authority. Internet service under this schedule is for the exclusive use of the customer and shall not be resold or shared with other residential customers. Internet service is subject to Jackson Energy Authority's Acceptable Use Policy, which may be amended from time to time. The Acceptable Use Policy will be published on Jackson Energy Authority's website.

BILLING UNITS

Internet service under this schedule shall be billed on a monthly basis in arrears.

RATE SCHEDULE R-1

Rate Schedule R-1 is available to residential customers located within Madison County, Tennessee.

<u>Residential Internet Service Levels (Non-Guaranteed Service)</u>	<u>Monthly Rate</u>
512 kb/s down x 256 kb/s up Service	\$ 24.95 per month*
4 Mb/s down x 512 kb/s up Service	\$ 29.95 per month*
5 Mb/s down x 1 Mb/s up Service	\$ 38.80 per month*
6 Mb/s down x 768 kb/s up Service	\$ 39.95 per month*
10 Mb/s down x 1.5 Mb/s up Service	\$ 54.95 per month*
15 Mb/s down x 5 Mb/s up Service	\$ 70.00 per month*
15 M b/s down x 15 Mb/s up Service	\$100.00 per month*
25 Mb/s down x 5 Mb/s up Service	\$100.00 per month*
25 Mb/s down x 25 Mb/s up Service	\$180.00 per month*
50 Mb/s down x 10 Mb/s up Service	\$180.00 per month*
75 Mb/s down x 25 Mb/s up Service	\$ 75.00 per month
60 Mb/s down x 10 Mb/s up Service	\$ 60.00 per month
100 Mb/s down x 100 Mb/s up Service	\$125.00 per month*
300 Mb/s down x 300 Mb/s up Service	\$ 64.99 per month**
1000 Mb/s down x 1000 Mb/s up Service	\$ 79.99 per month**
Upload Speed Adder	\$ 40.00 per month
Static IP Address	\$ 10.00 per month
Basic Home Area Network	\$ 15.00 per month

Effective May 1, 2019

Enhanced Home Area Network \$ 30.00 per month

*Existing customers in these rate plans will be allowed to keep these rate plans but they are not available for new customers.

**Service available in upgraded plant areas only.

NON-RECURRING INSTALLATION AND SERVICE CHARGES

Service Initiation/Installation Fee	\$100.00 per unit
Internet Service Cat5 cable installation	\$ 30.00 (same trip as cable service activation)
	\$ 40.00 (separate trip)
Internet Service set-up/maintenance	\$ 30.00 per trip
Custom Installation (drop down wall)	\$ 35.00 (internal wall)
	\$ 50.00 (external wall)
Base Wireless Router	\$ 60.00*
Advanced Wireless Router	\$100.00*
Wi-Fi Range Extender	\$ 60.00*
Wi-Fi Access Point	\$125.00*
Wi-Fi USB Adapter	\$ 50.00*

* Customer must subscribe to Home Area Networking service, and equipment remains the property of the Authority.

RATE DISCOUNTS

Rates for Residential Internet services, hardware, and/or installation charges specified above are maximum rates and may be discounted within bundled service combinations or during marketing promotions. Minimum Service Terms may be required to obtain discounts and Early Termination Fees may apply if Minimum Service Terms are not met. Such Minimum Service Terms and Early Termination Fees shall be applied to all customers in a consistent manner.

MINIMUM SERVICE REQUIREMENT

Residential Internet service requires subscription to at least one other telecommunications and/or cable television service, or subscription to an internet service with a minimum monthly fee of no less than \$50.00.

INTERNET RATE ADJUSTMENT

Rates for Residential Internet service and non-recurring installation and service charges may be adjusted annually to offset increases in operating support and transport charges.

CONTRACT REQUIREMENTS

Jackson Energy Authority shall not require contracts for regular a la carte services. However, Jackson Energy Authority may require Minimum Service Terms for discounted service packages in combination with other cable television or telecommunication services offered by or through Jackson Energy Authority. Early Termination Fees may apply if Minimum Service Terms are not met. Such Minimum Service Terms and Early Termination Fees shall be applied to all customers in a consistent manner.

PAYMENT

Bills under this rate schedule will be rendered monthly for service received during the prior month. Any amount of the bill unpaid after the due date specified on the bill may be subject to additional charges under Jackson Energy Authority's standard policy.

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RESIDENTIAL TELEPHONE RATE SCHEDULE R-1

Rate Schedule R-1 is available to residential customers.

<u>Telephone Service Levels</u>	<u>Service Rate</u>	<u>Features Included</u>
Basic Service	\$15.95 per month	E911, Call Waiting, Call Return
Basic Feature Pack (optional)	\$10.00 per month	11 additional features w/60 min. free Long Dist.
Basic Plus Service	\$24.00 per month	E911, Call Waiting w/Caller ID, Call Return, Caller ID w/name/number.
Basic Plus Feature Pack (optional)	\$ 7.00 per month	9 additional features w/60 min. free Long Dist.
Preferred Service	\$24.95 per month	E911, Call Waiting w/Caller ID, Call Return, Caller ID w/name/number, 3-Way Calling, Call Forwarding Variable, 60 minutes of Long Distance
Preferred Service Feature Pack (optional)	\$ 5.00 per month	7 additional features

<u>Optional Features and Per Use Charges - Current Charges</u>	<u>Feature/Per Use Charge</u>
Voicemail	\$4.95 per month
Directory Assistance – Call Completion	\$0.45 per call
Directory Assistance – Local	\$1.25 per call
Directory Assistance – National	\$1.25 per call
Private Listing	\$3.33 per listing
Semi-Private Listing	\$1.73 per listing
Additional Listing	\$1.14 per listing

Enhanced Residential Calling Features \$10.00 per Month per Feature

CommPortal Web	Distinctive Ring
CommPortal Phone	Simultaneous Ring
CommPortal Mobile	Unified Messaging
CommPortal Widgets	Find Me, Follow Me
CommPortal Assistant	Live Message Screening

<u>Standard Long Distance Rates</u>	<u>Rate Charge</u>	<u>Description</u>
Residential Intra and Inter Long Distance	\$.069 per minute	Usage per minute in Continental US 48 and Canada. No minimum charge.
Residential Toll Free Long Distance Unlimited Plan	\$.099 per minute \$14.95 per month	Continental US 48 and Canada. Unlimited residential calling in US 48 and Canada. Subject to restrictions of JEA Long Distance Acceptable Use Policy.
International Long Distance	Varies	International long distance rates vary by country.

Non-Recurring Installation and Service Charges

New Installation	\$29.95/line	Installation and/or activation of new service account or addition of new line.
Move Charge	\$29.95/line	Applies when customer is moving a line after 90 days of initial installation.
Reconnection	\$35.00/acct.	Reactivation of service to account after disconnection or suspension for non-payment.
Record Account Change	\$ 5.00/order	Applies when customer requests downgrade of features or change to listings.

Above rates subject to applicable taxes, fees, and surcharges.

Effective March 1, 2019

RATE DISCOUNTS

Rates for Residential Telephone services and and/or installation charges specified above are maximum rates and may be discounted within bundled service combinations or during marketing promotions. Minimum Service Terms may be required to obtain discounts and Early Termination Fees may apply if Minimum Service Terms are not met. Such Minimum Service Terms and Early Termination Fees shall be applied to all customers in a consistent manner.

MINIMUM SERVICE REQUIREMENT

Residential telephone service requires subscription to at least one other telecommunications and/or cable television service or subscription to a telephone service with a minimum monthly fee of no less than \$50.00.

CONTRACT REQUIREMENTS

Jackson Energy Authority shall not require contracts for regular a la carte services. However, Jackson Energy Authority may require Minimum Service Terms for discounted service packages in combination with other cable television or telecommunication services offered by or through Jackson Energy Authority. Early Termination Fees may apply if Minimum Service Terms are not met. Such Minimum Service Terms and Early Termination Fees shall be applied to all customers in a consistent manner.

PAYMENT

Bills under this rate schedule will be rendered monthly for service received during the prior month. Any amount of the bill unpaid after the due date specified on the bill may be subject to additional charges under Jackson Energy Authority's standard policy.