

Northeast Nebraska Telephone Company – Polk County - Attachment Letter F

Northeast Nebraska Telephone Company (NNTC) serves 5,100 internet customers in northeast Nebraska. All customers are offered the same price for all services: internet, TV and landline telephone. The rates in the proposed service area will be the same as those offered to current customers. NNTC is a no contracts, no data caps provider. The company takes the guesswork out of picking a speed for customers and provides the fastest internet speeds available to all customers and offers all internet as a “pay-as-you-go” service. The price is determined by data usage. All residential customers pay \$19.95 per month + 12 cents per GB of data, and all business customers pay \$27.50 per month + 12 cents per GB of data. 66% of NNTC internet customers have a bill below \$50 and 90% of customers have a bill below \$100, each month. The company does allow customers to cap their own bills by using the “DIY Internet” feature through NNTC’s billing app. NNTC also offers “free usage days” at various points throughout the year to give opportunities to customers to download a large video game or a 4k movie, for example. NNTC advertises speeds up to 1 GB, upload and download, with a minimum connection of 100/100 Mbps. NNTC will provide the same retail rates in the project area that are provided in the existing service area.

Below is a copy of the rates we have posted on our website:

The screenshot displays the FiberFast by NNTC website. At the top, there is a navigation bar with the company logo and various links. The main content area features a large banner with the text: "Experience the internet without lag, buffering or trying to understand complicated speed tiers! You'll get the FASTEST upload and download speeds in your area with Fiber Fast Internet!". Below the banner, there are two service cards. The first card is for "Fiber Fast Internet RESIDENTIAL SERVICE" with a price of \$19.95 per month + usage. The second card is for "Fiber Fast Internet BUSINESS SERVICE" with a price of \$27.50 per month + usage. Both cards list "FASTEST INTERNET SPEEDS!" and "Upload & Download Speeds from 100 Mbps – 1 Gig for EVERYONE". They also mention "12¢ per GB of data", "Estimate Your Data Usage", "FREE NNTC Supplied Router", "24/7/365 Technical Support", and "Automatic Usage Alerts". A "Get Started" button is located at the bottom of each card. A "Live Chat" button is visible on the right side of the page.

Service Type	Price	Additional Charges
Fiber Fast Internet Residential Service	\$19.95	+ usage
Fiber Fast Internet Business Service	\$27.50	+ usage