

ISLAND NETWORK
A Division of Orcas Power & Light Cooperative

MEMBER POLICY 1 - INTRODUCTION

I. PREFACE

Island Network, a division of Orcas Power & Light Cooperative (OPALCO), has developed these Member Policies to assist its members, staff, and others with whom it deals by establishing and administering a uniform set of rules, regulations and service standards. These policies are designed to provide equitable service to all members, individually and collectively, as the cooperative itself.

II. BASIS OF AGREEMENT

This policy forms a contract between Island Network and others with whom it deals, defining what Island Network will do and what the member or member's representative (builder, electrician, retail service provider, excavating contractor, architect, etc.) will do. As with any contract, it is the responsibility of the user to be familiar with the provisions of the contract.

III. AVAILABILITY

Copies of this policy, together with Island Network tariffs, forms of application and contracts, and the Drawings & Specifications Manual are on file for public inspection at the offices of Orcas Power & Light Cooperative during regular business hours. Upon request, an Island Network representative will lend assistance in securing information from the Member Policy.

IV. ADOPTION

The Island Network Member Policy has been adopted by the Board of Directors of Orcas Power & Light Cooperative in compliance with Orcas Power & Light Cooperative's Articles of Incorporation and Bylaws and in accordance with the requirements of federal, state and other bodies having jurisdiction. No officer, agent, or employee of Island Network/OPALCO has the authority to waive, alter, or amend this policy. Island Network/OPALCO, through action by its Board of Directors, reserves the right to change this policy at any time.

V. APPLICABILITY

These rules and regulations apply to all services rendered by Island Network, except as otherwise provided in individual rate schedules or special contracts.

VI. DEFINITIONS

ACTUAL COST—The true final cost of labor, materials, and special services used to complete a line extension, addition to facilities or repairs. Labor costs are based on the average hourly rate for labor and includes direct and indirect costs and overhead. The hourly labor rate is set from time to time by Island Network.

APPLICATION—Written request for fiber optic service.

BROADBAND—A technique for transmitting data, voice, and video over long distances using high-frequency transmission over coaxial cable or optical fibers.

BURST MODE—A high-speed transmission mode in a communications or computer channel which sends a burst of data at higher than the normal transmission speed.

BYTE—The common unit of computer storage from micro to mainframe, it's made up of eight binary digits (bits). A byte holds the equivalent of a single character, such as the letter A, a dollar sign, or decimal point.

CIRCUIT—1) A means of 2-way communications between two points, consisting of transmit and receive channels. 2) One or more components' chips that act together to perform one or more functions.

COMMERCIAL (ACCOUNT)—A business which advertises or offers a place of business frequented by the public for the purchase or sale of goods and/or services.

CONTRACT CAPACITY—The amount of telecommunication services, stated in Gigabits (Gbps) per second and/or Megabits (Mbps) per second, that Island Network agrees to make available at a specific location.

COOPERATIVE—Orcas Power & Light Cooperative (OPALCO). Island Network is a separate division under the cooperative.

DATA COMMUNICATIONS—The processes, equipment, or facilities used to transport data from a device at one location to a device at another location.

DOWNTIME—The period during which computer or network resources are unavailable to users because of a system or component failure.

EASEMENT—A legally binding grant of right of way by a member allowing Island Network to construct and maintain overhead or underground fiber optic facilities on the property of the grantor.

END PREMISE DEVICE (EPD)—A hardened fiber access portal providing subscriber voice, video and data services. It is designed to be mounted outdoors on subscribers premises.

ESTIMATED (CONSTRUCTION) COSTS—Island Network's estimate of the costs of labor, materials, labor overhead, easements, permits and other direct costs to complete a fiber optic line extension or addition of fiber optic facilities/services.

ETHERNET—A local area network (LAN) developed by Xerox, Digital Equipment Corp. and Intel (IEEE 802.3). Ethernet connects up to 1024 nodes at 10 Mbps over twisted-pair, coax, and fiber optic cable. When a station is ready to send, it transmits its data packets onto the network, which is common to all nodes. All stations "hear" the data. The station that matches the destination address in the packet is the one that responds, while the others do nothing.

ETHERNET ADDRESS—A 48-bit number maintained by the IEEE, an Ethernet address is a unique number assigned to each Ethernet network adapter.

FIBER CONTRIBUTION IN AID OF CONSTRUCTION—Cash payment to Island Network for the addition of facilities to serve the member. A contribution in aid of construction is not normally refundable. See Section 6 of this Policy for a full explanation of our Line Extension Policy. The ownership of all facilities constructed with contribution in aid of construction remains with Island Network.

FIBER OPTICS—A technology that uses light as a digital information carrier through a medium made up of small strands of glass, each of which provides a path for light rays that carry the data signal.

FILE—A collection of bytes stored as an individual entity. All data on disk is stored as a file with an assigned file name that is unique within the directory in which it resides.

FIREWALL— A security-oriented network node set up as a boundary to prevent one segment's traffic from crossing over to another segment. Firewalls are often used to protect LANs from hackers on the Internet.

GIGABIT—One billion bits; used in describing data transfer rates as a function of time, as in Gbps.

HALF DUPLEX (HDX) — Transmission in either direction but not both simultaneously.

HARDWARE—Machinery and equipment (CPU, disks, tapes, modem, cables, etc.).

HIGH RESOLUTION—A high-quality image on a display screen or printed form. The more dots used per square inch, the higher the quality.

HOST COMPUTER—A central computer or server in a network. Any computer that functions as the source of information or services.

INTERNET — 1) The worldwide computer network used for reference, e-mail, and other services. 2) Any large network made up of several smaller networks. 3) A group of networks that are interconnected so they appear to be one continuous large network and can be addressed seamlessly at the OSI Model Network Layer through routers.

INTRANET — A network that connects a related set of standard Internet protocols and files in HTML format with employees using Internet browsers in an organization's network and within corporate firewalls.

IP (INTERNET PROTOCOL) — The protocol used in gateways to connect networks at the OSI Network Level (Layer 3) and above. IP routes a message across networks.

Kbps—Kilobits per second; standard measurement of data rate and transmission capacity. One Kbps equals 1000 bits per second.

KILOBYTE—A standard quantity measurement for disk and diskette storage and semiconductor circuit capacity: one kilobyte of memory equals 1024 bytes (8-bit characters) of computer memory.

LAN (LOCAL AREA NETWORK)—A communications network made up of servers, workstations, a network operating system and a communications link that serves users within a confined geographical area.

LATENCY—The time between initiating a request for data and the beginning of the actual data transfer.

LINE OF SIGHT—An unobstructed view from one location to a distant location.

LINK — A communications circuit or transmission path connecting two points.

MAC (Media Access Control layer)—The protocol that controls access to the physical transmission medium on a LAN.

Mbps—Megabits per second (bps), a common measurement of speed in telecommunications.

MEMBER—A legal entity, including any natural person, firm, partnership, association, corporation, body politic or subdivision thereof, who has paid the membership fee and therefore agreed to be bound by the bylaws of Orcas Power & Light Cooperative and this policy.

NETIQUETTE—The unwritten code of behavior that governs what is and isn't appropriate for Internet interaction.

NETWORK TOPOLOGY — The physical and logical relationship of nodes in a network, typically a star, ring, tree, or bus topology, or some combination of these.

NON-REFUNDABLE CASH PAYMENT—Cash payment to Island Network for the cost associated with providing services of a special nature to serve the member. This payment is non-refundable.

OC-1 (Optical Carrier Level 1) —The lowest optical-transmission rate in the SONET standard, 51.48 Mbps.

OC-3 (Optical Carrier Level 3)—The second fastest optical rate in the SONET standard at 155.52 Mbps.

OFF-LINE—The condition in which a user, terminal, or other device is not connected to a computer or isn't actively transmitting via a network.

OPTICAL FIBER—Any filament or fiber, made of dielectric materials that is used to transmit laser or LED-generated signals.

OUT-OF-BAND—Taking place on a channel distinct from the one that carries normal data traffic.

OWNER (OF RECORD)—One or more persons or entities who are holders of a fee simple title to a parcel of land. Those having an interest as security for the performance of an obligation shall not be deemed an owner.

PERMANENT (FIBER OPTIC SERVICE)—Fiber optic service to premises which will take fiber optic service permanently and continuously. Island Network uses the following criteria to determine permanence: Access by standard vehicle, adequate water and sewer systems, useful, inhabitable structure of at least 500 square feet attached to suitable foundation, incapable of being easily moved to other locations and having a minimum remaining useful-life as a residence or business of ten years.

POINT OF DELIVERY—The point at which OPALCO delivers fiber optic services to a member. This is normally at the End Premise Device.

POP (Point of Presence) — The location where electronic equipment is housed for the network. The POP is an essential component in managing security, routing electronic traffic, and controlling access to the network.

PORT— 1) A point of access into a computer, a network, or other electronic system. 2) The physical or electrical interface through which one gains access. 3) The interface between a process and a communications or transmission facility.

POTS (Plain Old Telephone Service) — The basic analog service provided by the public telephone network without any added facilities.

PROTOCOL — A formal set of conventions governing the formatting and relative timing of message exchange between two communicating systems.

QUALITY OF SERVICE (QoS)—The ability to allocate bandwidth, time, and other network resources separately for different stations and types of communication, etc.

RATE (SCHEDULE)—Island Network’s published charges for sales of fiber optic service including minimum charges, access charges and criteria for application of rate classes.

RESIDENTIAL (Dwelling)—A building or portion of a building that is set up for temporary or permanent habitation. Evidence of a residential dwelling may include beds, closets, kitchen, normal furniture, bath or shower, etc. A residential dwelling need not have anyone living there.

RJ-45—A wiring designation with 8-wire modular connectors.

RULES AND REGULATIONS—Published policies governing Island Network and its members in the matter of the furnishing of fiber optic service by Island Network and taking of fiber optic service by the member.

RURAL—All of Island Network’s service area that does not fall within an area classified as urban.

SCHEDULE OF DEPOSITS, FEES AND CHARGES—A published list of standard dollar amounts which Island Network charges its members for specific services rendered by Island Network.

SERVICE CONNECTION (POINT)—The precise location at which Island Network-owned fiber optic facilities connect to member-owned facilities. See also Point of Delivery.

SERVICE RETENTION CONTRACT—An agreement between Island Network and a member which specifies a minimum monthly revenue to be paid by the member to Island Network to help amortize the fiber optic facilities owned and maintained by Island Network to serve the member. This applies only to those who have not received fiber optic service for a period of 12 months and desire that the fiber optic facilities remain in place.

SINGLE-MODE FIBER—An optical fiber that supports only one mode of light propagation above the cutoff wavelength. The core diameters are usually between 5 and 10 microns.

SNMP (Simple Network Management Protocol)—A widely used network monitoring and control protocol where activity in each network device (hub, router, bridge, etc.), is sent to the workstation console used to oversee the network.

SPANNING TREE ALGORITHM—An IEEE standard algorithm that enables loops to be configured in a bridged network to provide alternate data paths.

ST—A registered trademark for a bayonet-style fiber optic connector invented by AT&T.

STRAP— 1) A patch cable or wire used to establish a circuit for testing or diagnostics. 2) A control element on a circuit board consisting of one or more pairs of terminals which can be connected to each other.

STREAMING — 1) Transmitting data continuously. 2) An error condition in which a device continuously transmits random data.

SYNCHRONIZED OPTIC NETWORK (SONET)—An electronic equipment protocol that packages telecommunications data and manages its transportation between sites across fiber lines.

T1 — A digital carrier facility used to transmit a DS-1 formatted digital signal at 1.544 Mbps; it can be divided into 24 separate DS0 channels at either 56 or 64 kbps.

TARIFF—This entire body of rules, regulations, rates and charges governing the interaction of Island Network and its members.

TCP/IP (Transmission Control Protocol/Internet Protocol)—A set of layered protocols that enables shared applications among PCs, hosts, or workstations in a high-speed communications environment.

TOPOLOGY—The logical or physical arrangement of network stations, in relation to each other.

UPS (Uninterruptible Power Supply)—a device that continues to supply power after primary supply outage.

URBAN—That portion of Island Network’s service area which lies within areas designated by the Board of Directors as urban. Construction in urban areas normally requires a conduit duct and vault system.

UTP (Unshielded Twisted Pair)—A cable with two conductors twisted as a pair and bundled within the same outer PVC covering.

WIRELESS LAN—A LAN in which data flows by radio or infrared transmissions, rather than over wires.

VII. NATURE OF SERVICES OFFERED

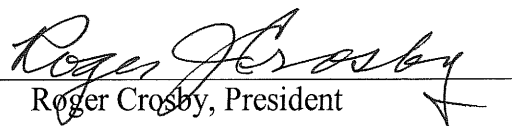
A. Fiber Optic Services

1. Ethernet intranet transport services and inter-island transport services on the Island Network.
2. Island Network shall, unless otherwise provided in the tariff, construct, operate and maintain the facilities necessary to deliver fiber optic service. Responsibility for design, construction, operation and maintenance and removal of Island Network’s lines and other facilities shall rest with Island Network. See Policy 3 for a detailed description of Island Network’s responsibility for construction of new facilities.
3. Island Network shall only provide service to its members.

B. Business Office

1. Island Network/Orcas Power & Light Cooperative (OPALCO) shall maintain business offices in Friday Harbor and Eastsound. These offices shall be open from 8 a.m. until 4:30 p.m. Monday through Friday except holidays. During business hours, Island Network/OPALCO may be reached at the following telephone numbers: Eastsound (360) 376-3500, Friday Harbor (360) 376-3550, or Lopez (360) 376-3500. Outside of working hours, these same numbers will be answered by our emergency dispatcher.
2. Island Network will accept collect telephone calls from members concerning billing or other service related issues.

September 16, 2004
Policy Approval Date


Roger Crosby, President