

Why is there a “7% Fee” for “Internet Access” on my bill?

Did you see a “7% fee” for “Internet Access” on your internet bill as a line item? You’re not alone.

Customers of a national internet service provider have been asking for more information about the language on their billing statement that attributes a seven percent “City Fee” to the City of Milwaukie. Here are the facts:

- The City of Milwaukie does not charge an “Internet access fee” to customers.
- Only the national internet service provider can answer why it added the “Internet access” fee on customer bills.

Why is this being labeled a “City Fee” on my bill?

In 2017 the City imposed a right-of-way usage fee on all communications providers that use the community’s rights-of-way. If the national internet provider chooses to pass its right-of-way costs along to the customer and list a “7% fee” on the customer bills, that decision is the company’s choice to make. The City does not charge an “Internet Access Fee” to the customers. The City does not require that this cost of doing business be charge to the customer.

Companies can charge customers a line item for other costs of doing business, such as:

- Postage
- Paper Towels
- Business license fee
- Corporate taxes

Decisions on charging customers for these and other costs of doing business are up to the company.

What’s the rest of the story?

While this fee was implemented by the City in 2017, in 2019 the City provided clarification to the communication service provider that internet service providers are required to pay for the use of the community’s rights-of-way.

Who can I call with more questions?

If you have any additional questions about your bill or internet services, please feel free to reach out to your internet service provider for more information. If you have additional questions

about the City of Milwaukie right-of-way fees, feel free to call us at 503-786-7516. We look forward to speaking with you.