



### Service Fee Schedule (plus applicable sales tax)

#### Residential fiber internet per month

- Everyday User - Up to 100 Mbps \$59.95
- Ultimate Gig - Up to 1 Gbps \$84.95

#### Small Commercial fiber internet per month

- Up to 100 Mbps \$79.95
- Up to 1 Gbps \$99.95

#### Large Commercial and School fiber internet per month

- Includes managed Wi-Fi and routers Quote provided upon request

#### Community service fiber internet per month (must provide proof of 501(c)3 status)

- Up to 100 Mbps \$59.95
- Up to 1 Gbps \$84.95

#### Other internet-related services per month

- Wi-Fi extender \$3
- ExperienceIQ (Parental controls) \$5
- ProtectIQ (Network security) \$5
- Ultimate Wi-Fi Experience (ExperienceIQ & ProtectIQ bundle) \$7

#### Other fees and charges

- Installation \$100\*

\* Installation fee may be waived during initial build out and/or pilot phase.

- Service call \$75
- After-hours service call \$125
- Relocate or reinstall of fiber service \$150\*\*

\*\*If the requested relocation requires wiring to be run behind a different wall, an additional \$50 fee will apply.

- Returned check \$35
- Late payment \$10
- Tamper \$500/device
- Reconnection fee for nonpayment \$35

**Suspension of service for non-payment**

Seven days past the due date, SR Connect accounts with a past-due balance will be suspended until payment is made in full. If the account is disconnected, the customer will have five days to return equipment without a fee.

**Equipment Charges**

Basic fiber equipment including a NID (Network Interface Device), ONT (Optimal Network Terminal or modem) and a Gigaspire (router), as well as a mobile application are installed free of charge on the day of fiber installation. Customers can elect to receive an extender (mesh unit). If service is disconnected for any reason, the modem, router and mesh units must be returned to SR Connect in good working order within five days to avoid an equipment charge. The NID is located outside the home and can be left attached as it was installed. Should the installer not find the NID in place five days after disconnection, an equipment charge will be applied.

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|----------------------------------|-------|
| • ONT (modem)                    | \$70  |
| • Gigaspire (router)             | \$135 |
| • Extender (mesh unit)           | \$80  |
| • NID (Network Interface Device) | \$15  |