Singing River Connect
Powered by Singing River Electric

Service Fee Schedule (plus applicable sales tax)

Residential fiber internet (per month)

- Everyday Scroller - Up to 300 Mbps $59.95
- Entertainment Enthusiast - Up to 1 Gbps $84.95
  - Includes ProtectIQ and ExperienceIQ app features
- Speed Fanatic - Up to 2 Gbps $129.95
  - Includes ProtectIQ and ExperienceIQ app features
  - Access to 24/7 service calls

Commercial fiber internet (per month)

- Quality Connectivity - Up to 300 Mbps $99.95
  - Access to 24/7 priority support
- Elevated Connectivity - Up to 1 Gbps $129.95
  - Includes SRC Business managed Wi-Fi
  - Access to 24/7 priority support
- Ultimate Connectivity – Up to 2 Gbps $199.95
  - Includes SRC Business managed Wi-Fi
  - Access to 24/7 priority support
  - Includes two standard business phone lines

Dedicated commercial fiber internet (per month)

- Quote provided upon request. Contact SR Connect's fiber service representative at 769-770-9050 to discuss your specific business needs.
  - Includes SRC Business managed Wi-Fi
  - Access to 24/7 priority support
  - Dedicated services

Other internet-related services

- Wi-Fi extender $3/month
- Ultimate Wi-Fi Experience (ExperienceIQ & ProtectIQ) bundle $5/month
- Static IP address $20/month
- Outdoor extender $20/month
- Vacation mode for residential – 30-day minimum $20/month
- Vacation mode for commercial – 30-day minimum $40/month

Commercial phone lines

- Standard phone line $25/month
- Hosted phone service Call for quote

Other fees and charges

• Drop and home installation (first install is free)	$200
• Relocate in-home installation	$150
• Damaged or service relocation at subscriber request	$2.50 per ft. up to $400
• Service call (during normal business hours)	$85 for 2 hours or less if the issue is no fault of SR Connect's equipment or service Additional charges apply if longer than 2 hours
• After-hours service call	$125
• Returned check	$35
• Postage fee for returned equipment	$15 minimum
• Late payment	$10
• Paper billing fee	$3/month
• Tampering	$500/device

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 subscriber 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. Subscribers 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.

• ONT (modem)	$70
• Gigaspire (router)	$135
• U6X/TXG/UG (router)	$300
• Extender (mesh unit)	$80
• NID (Network Interface Device)	$15