



Examples of subscriber service & pricing choices: The following examples are meant to be **illustrative** of some of the service choices subscribers have and the associated pricing of each.

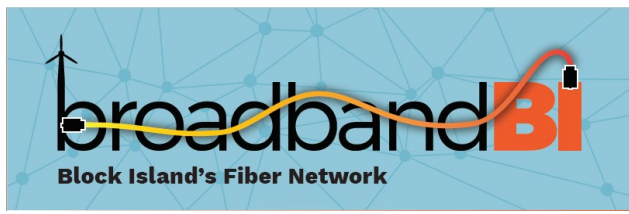
M I N I M A L	Example 1: 25 Mbps / 25 Mbps (Best Effort)			What can I do with 25/25 Internet?
	Package	Internet Only Monthly	with Phone Monthly	<ul style="list-style-type: none"> • Basic web browsing & email • Education courses • Friends & relatives (Skype, Zoom) • In-Home telemedicine • e-Commerce • 1-2 concurrent users/devices • HD 1080p Video, 1–2 simultaneous streams
	Internet 25/25	\$ 24.95	\$ 24.95	
	Telephone		\$ 19.95	
	TNS Operation & Maintenance	\$ 44.00	\$ 44.00	
TOTAL	\$ 68.95	\$ 88.90		

B A S I C	Example 2: 50 Mbps / 50 Mbps (Best Effort)			What can I do with 50/50 Internet?
	Package	Internet Only Monthly	with Phone Monthly	<ul style="list-style-type: none"> • Everything included with 25/25 • 3-4 concurrent users/devices • 4K HD Video, 1 simultaneous stream
	Internet 50/50	\$ 29.95	\$ 29.95	
	Telephone		\$ 19.95	
	TNS Operation & Maintenance	\$ 44.00	\$ 44.00	
TOTAL	\$ 73.95	\$ 93.90		

M O D E R A T E	Example 3: 100 Mbps / 100 Mbps (Best Effort)			What can I do with 100/100 Internet?
	Package	Internet Only Monthly	with Phone Monthly	<ul style="list-style-type: none"> • Everything included with 50/50 • 4+ concurrent users/devices • 4K Video, 2-3 simultaneous streams • 8K UHD Video, 1 simultaneous stream • Work from home
	Internet 100/100	\$ 39.95	\$ 39.95	
	Telephone		\$ 19.95	
	TNS Operating & Maintenance	\$ 44.00	\$ 44.00	
TOTAL	\$ 83.95	\$ 103.90		

Notes:

1. Individual speeds may vary due to age or configuration of specific devices and/or wireless signal strength. View the [BroadbandBI Website FAQs Section 8: Internet Service Speed](#) or read a [Sertex blog article on assessing internet speed requirements](#) for more information.
2. Installation and equipment charges have been waived for initial subscribers only. New customers and those who choose to reconnect after disconnection will be subject to additional charges. See the [Service Plans and Pricing](#) page on the BroadbandBI website for additional internet service tiers, other services, and associated charges.
3. All internet and telephone service prices are subject to applicable state and federal fees and taxes.



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HEAVY	Example 4: 1 Gbps / 100 Mbps (Best Effort)			What can I do with 1G/100M Internet? <ul style="list-style-type: none"> Everything included with 50/50 10+ concurrent users/devices 8K UHD video, 5-10 simultaneous streams
	Package	Internet Only Monthly	with Phone Monthly	
	Internet 1G/100M	\$ 49.95	\$ 49.95	
	Telephone		\$ 19.95	
	TNS Operating & Maintenance	\$ 44.00	\$ 44.00	
TOTAL	\$ 93.95	\$ 113.90		

GUARANTEED	Example 6: 100 Mbps / 100 Mbps (Guaranteed)			What can I do with Guaranteed 100/100 Internet? <ul style="list-style-type: none"> Everything included with 100/100 (Best Efforts) Heavy and/or urgent data transfers Critical business connectivity <p>* Monthly Internet pricing assumes a 2-year contract; month-to-month pricing is \$150.00.</p>
	Package	Internet Only Monthly*	with Phone Monthly*	
	Internet 100/100 (2-year contract)	\$ 100.00	\$ 100.00	
	Telephone		\$ 19.95	
	TNS Operating & Maintenance	\$ 44.00	\$ 44.00	
TOTAL	\$ 144.00	\$ 163.95		

Options for Seasonal Customers

While BroadbandBI does not have a “seasonal” service plan, seasonal customers have the following options:

- During the off-season, change service to the minimal 25/25 service tier. This enables all internet-based home devices and systems to continue to function, including (fire/burglar/environmental alarms, security cameras, thermostats, etc.). There is no charge to change between best effort service plans and for customers with phone service, the customer phone number will be retained.
- Disconnect entirely for the off-season. There is no charge to disconnect; however, reconnection charges will apply. There is a \$39.95 charge for Crocker to reconnect best effort plans and \$200.00 to reconnect guaranteed plans. Additionally, a Sertex trip charge and hourly service rates may apply for equipment inspection and/or re-installation. **If phone service is disconnected, the phone number will be lost.**

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