



Residential Broadband Internet Pricing per month:

- Up to 100 Mbps Fiber Internet Service..... \$54.95
- Up to 1 Gigabit (1,000 Mbps) Fiber Internet Service..... \$84.95

Commercial Broadband Internet Pricing per month:

- Up to 100 Mbps Fiber Internet Service..... \$99.95
- Up to 1 Gbps Fiber Internet Service.....\$129.95
- Up to 10 Gbps Fiber Internet Service..... Quote provided upon request
- Up to 100 Mbps and 2 Phone Lines bundle.....\$139.95
- Up to 1 Gbps and 2 Phone Lines bundle.....\$169.95

School Dedicated Internet per month:

- Includes Managed Wi-Fi and Routers.....\$499.95

Home Phone Service (VoIP) Pricing per month

- VoIP Phone Service purchased with one of the above internet subscriptions \$29.95
- VoIP Phone Service Only (without internet subscription from CoastConnect)..... \$49.95
- VoIP Phone Service additional lines.....\$20.95

Commercial Phone Service (VoIP) Pricing per month

- VoIP Phone Service purchased with one of the above internet subscriptions \$39.95
- VoIP Phone Service Only (without internet subscription from CoastConnect)..... \$54.75
- VoIP Phone Service additional lines beyond bundle.....\$20.95

Community Service Pricing per month

- Up to 100 Mbps Fiber Internet Service..... \$54.95
- VoIP Phone Service purchased with an internet subscription \$29.95
- Up to 1 Gbps Fiber Internet Service.....\$84.95

Other Internet related services per month:

- Wi-Fi Extender \$5.00
- Network Security \$5.00
- Parental Controls: \$5.00
- Safe and Secure Bundle (Network Security and Parental Controls combined)..... \$7.00

Plus applicable sales tax



Other Fees and Charges:

- Basic Fiber Internet Service Installation Fee: \$0
During the initial deployment and build-out of the CoastConnect Fiber system, the service installation fee may be waived.
- Service Call – Standard Business Hours (per hour on site): \$75.00
- Service Call – Emergency/After Hours: \$125.00
- Relocate/Re-install Fiber Internet Service: \$150.00
A service re-installation fee will be charged when an existing service is requested to be relocated or re-installed by the customer.
If the requested service relocation requires wiring to be run behind a different wall, an additional \$50.00 fee will apply.
- Return Check/Debit/Credit Card Payment Fee: \$35.00
- Late Payment Fee:\$6.50
If a bill is not paid before the next billing cycle (on or around the 5th of the month), a late payment fee will be added to the account.

Service Call and Fees may be waived depending on circumstances.

Suspension of Service for Non-Payment:

Accounts with a past due balance on the first day of the month will have their services suspended (except E911) until payment is made in full. **Suspension of service will not result in proration of billing for the time service was not available.** If payment in full is not received by CoastConnect within 14 days of suspension, all services (including E911) will be disconnected, and an early termination fee and equipment charges may apply.

Reconnect Fee:

All accounts that are disconnected for non-pay will be charged a \$25.00 reconnect fee. CoastConnect will consider waiving this fee if the account is placed on autopay.

Equipment Charges:

An Optical Network Terminal (ONT) and a wireless router will be installed on the customer’s premises when fiber or telephone service is installed. Both are provided free of charge while service is received from CoastConnect. If fiber and or telephone service is disconnected at a location for any reason, this equipment must be returned to CoastConnect in good working condition within 30 days of service termination, or the following charges will be added to the account.

- ONT Damage/Non-Return Fee \$80.00



This fee will be added to the account if the customer damages the device or fails to return the equipment in good condition after cancellation/disconnection of service.

- **Wi-Fi Router Damage/Non-Return Fee \$150.00**
This fee will be added to the account if the customer damages the device or fails to return the equipment in good condition after cancellation/disconnection of service.

If the equipment is not returned in a timely manner and CoastConnect sends a technician to the location to attempt to recover the equipment, the appropriate service charge will apply.

Early Termination Fee:

If an account is closed for any reason prior to completion of the contracted service period, an early termination fee equal to the remaining un-billed days on the contract multiplied times 1/30th of the monthly rate for services under contract. Early termination fee will be waived for customers that return in-home equipment within 30 days of service termination.