



**Residential Broadband Internet Pricing Per Month:**

**\*All plans include Network Security**

- Up to 1 Gigabit (1,000 Mbps) Fiber Internet Service..... \$89.95
- Up to 300 Mbps Fiber Internet Service..... \$59.95

**Residential Phone Service (VoIP) Pricing Per Month:**

**+ applicable phone tax and fees**

- VoIP Phone Service - 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 Broadband Internet Pricing Per Month:**

**\*All plans include Network Security + any applicable tax and fees**

- Up to 1 Gbps and 2 Phone Lines Bundle.....\$224.95
- Up to 500 Mbps and 2 Phone Lines Bundle .....\$174.95
- Up to 100 Mbps and 2 Phone Lines Bundle .....\$144.95
- Up to 1 Gbps Fiber Internet Service.....\$184.95
- Up to 500 Mbps Fiber Internet Service.....\$134.95
- Up to 100 Mbps Fiber Internet Service..... \$104.95
- Up to 10 Gbps Fiber Internet Service .....Quote provided upon request

**Commercial Phone Service (VoIP) Pricing Per Month:**

**+ applicable phone tax and fees**

- VoIP Phone Service - 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:**

**\*All internet plans include Network Security + applicable phone tax and fees**

- Up to 1 Gbps Fiber Internet Service.....\$89.95
- Up to 100 Mbps Fiber Internet Service..... \$59.95
- VoIP Phone Service - purchased with an internet subscription ..... \$29.95

**Other Internet related services per month:**

**+ any applicable tax**

- Parental Controls ..... \$5.00
- Static IP ..... \$5.00
- WiFi Extender ..... \$5.00
- Outdoor Antenna .....\$17.95



**Other Fees and Charges:**

**+ any applicable tax**

- 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: ..... \$150.00
- 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 Fee ..... \$25.00  
All accounts that are suspended for non-pay will be charged a \$25.00 late fee.  
CoastConnect will consider waiving this fee if the account is placed on autopay.

**Suspension of Service for Non-Payment:**

Accounts with a past due balance on the 15<sup>th</sup> 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 balances are not paid in full by the final bill-date of the month, all accounts and services including E911 will be moved to deactivated status. An early termination fee and equipment charges may apply for all deactivated accounts.

**Equipment Charges:**

**+ any applicable tax**

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 ..... \$160.00  
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 Extender Damage/Non-Return Fee ..... \$120.00  
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.
- Outdoor Antenna ..... \$230.00  
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 1/30<sup>th</sup> of the monthly rate for services under contract will be applied to the subscriber’s account. Early termination fee will be waived for customers that return all CoastConnect equipment within 30 days of service termination.