



Installation & Managed Service Plans

| | Basic Installation | Managed Plan | Worry Free Plan |
|--|----------------------|--|--|
| Term of obligation | none | month to month | 1-year |
| Installation Fee ¹ (preregistration, limited time) | \$100 | \$100 | \$100 |
| Monthly Fee | Free | \$4.95/month | \$9.95/month |
| Initial Hardwire Device Connect | 1 | 1 | 2 |
| Initial WiFi Device Connect | 1 | 10 | 10 |
| 24/7 Tech Support Line | ✓ | ✓ | ✓ |
| SSID (WiFi user access) Setup (1) | 1 | 3 | 3 |
| WiFi Optimization | ✓ | ✓ | ✓ |
| NetValet Mobile App ² | ✓ | ✓ | ✓ |
| Technical Support, Onsite Visits (normal business hours) | Hourly service fee | ✓ | ✓ |
| Initial Phone Cabeling ³ | 0 hardwired connects | 1 hardwired connect or repair of 1 existing jack | 2 hardwired connects or repair of 2 existing jacks |
| Advanced Network Support ⁴ | | ✓ | ✓ |
| Hands-Free Parental Controls and Time Use Management | | ✓ | ✓ |
| Technical Support, Onsite Visits (after business hours) | | | ✓ |
| Existing In-home Wiring Support ⁵ | | | ✓ |

1. Installation fee is \$100 for the first 300 feet of fiber. Additional costs may be incurred for extended fiber service drops. After preregistration period has expired, installation is \$199 for the first 300 feet.

2. NetValet is an easy-to-use app that lets you set up guest WiFi using simple steps and self-managed parental controls. The app includes the following features: Guest WiFi network setup (enables you to set up guest WiFi so that your guests can enjoy their own network to access the internet in your home); Policy management (enables you to create policies to set time limits for your devices); Parental control (enables you to apply one or more policies to connected user devices).

3. Initial phone cabeling is restricted to the primary residence at which you are taking service. Outbuildings are excluded.

4. Advanced network support includes services such as DHCP server management and other advanced network configuration. For more information contact Elevate tech support at 877-687-3632.

5. In-home Wiring Support includes existing wiring in the home. Quality of existing wiring must be validated prior to support. New wiring (drops) priced separately.

| Additional Service Offerings | |
|--------------------------------|------------|
| One Additional Static IP | \$10/month |
| WiFi Booster or Additional ONT | \$10/month |

Preregister at join.elevatefiber.com.

