

# RESIDENTIAL PRODUCTS



## Residential High-Speed Internet *MONTHLY RATES*

- **Vault** – Up to 300 Mbps Internet ..... \$49.95  
Dependable and fast internet access for email, web browsing, video streaming and all your social media needs with equally fast uploads.
- **Legend** – Up to 500 Mbps Internet ..... \$59.95  
Regarded as steadfast, the renowned 500 Mbps upload and download speeds allow your home to connect multiple devices while streaming content seamlessly.
- **Infinity** – Up to 1 Gig Internet ..... \$79.95  
The possibilities are endless with the fastest internet available and speeds up to 10 times faster than DSL. An extreme gamer, televisions in every room streaming content, lots of handheld devices connected to the internet and saving and sharing photos to the cloud means 1 Gig is for you.
  - **Managed Whole Home Wi-Fi** ..... \$10.95
  - **Static IP** ..... \$10.00

## Residential Connect Phone *MONTHLY RATES*

- **Connect Local** – Unlimited local calling ..... \$19.95
- **Connect Plus** – Unlimited local and domestic long-distance within continental U.S. .... \$29.95
  - **Alternate Number** ..... \$9.95
  - **Additional Listing** ..... \$2.00
  - **Foreign Listing** ..... \$2.50
  - **Non-Listing** ..... \$2.50
  - **Non-Published** ..... \$5.00
  - **Caption Listing** ..... \$7.00
  - **Incidental Charges**
    - **Directory Assistance** – Per Call ..... \$1.95
    - **Domestic Long-Distance** – Per Minute ..... \$0.03
    - **International Long-Distance** – Above Rate Sheet Per Minute ..... \$0.01
    - **Offshore Long-Distance** – Above Rate Sheet Per Minute ..... \$0.01

## Residential HolstonTV Digital Video Services *MONTHLY RATES*

- **HolstonTV Basic** (East or West) ..... \$39.95
- **HolstonTV Plus** (Upcharge for Both East & West for Select Service Areas) ..... \$20.00
- **HolstonTV Expanded** ..... \$99.95
- **HolstonTV Beyond** ..... \$119.95
  - **Other Services**
    - **Latino or Sports Tier** ..... \$5.95
    - **NFL Red Zone** (Annual Fee) ..... \$59.95
    - **Additional 100 hours DVR Storage** (100 included; 300 maximum) ..... \$5.00
    - **Additional Stream** (3 included; 5 maximum) ..... \$5.00
    - **Each HolstonTV Set Top Box** ..... \$5.00
    - **Video Bandwidth Charge** (Non-subscribers to HolstonConnect Internet) ..... \$15.00
    - **Starz & Encore Package or Cinemax Package** ..... \$13.99
    - **Showtime & TMC Package** ..... \$15.99
    - **HBO Package** ..... \$17.99

## Multi-Service Discounts

- **TriConnect Loyalty Discount** ..... \$10.00

## Residential and Small Business Non-Recurring Service Fees

- **Installation Fee** (May Be Waived with 12 Month Service Agreement Fulfillment) ..... \$300.00
- **Connection Fee Per Service** ..... \$15.00
- **One time Wi-Fi Support Call** ..... \$29.95
- **Additional Wallfish** ..... \$60.00
- **Additional Outlet** ..... \$60.00
- **Unreturned Equipment Fee Per Device** ..... Up to \$600.00
- **Service Transfer Fee Per Service** ..... \$25.00
- **Returned Check Fee** ..... \$25.00
- **Service Call Fee** ..... \$35.00

# SMALL BUSINESS PRODUCTS



## Small Business High-Speed Internet *MONTHLY RATES*

- **Pro** – Up to 300 Mbps Internet ..... \$59.95  
Fast internet for small businesses and equivalent speeds for quick uploading and downloading of information. This service is recommended for small businesses with 10 or fewer office employees.
- **Enterprise** – Up to 500 Mbps Internet ..... \$149.95  
Internet at the speed of business, this blazing fast service offers reliability for businesses with multiple employees.
- **Elite** – Up to 1 Gig Internet..... \$499.95  
When super-fast internet speed is a must for your large business with employees, turn to our Business Elite with a Service Level Agreement to meet your demand.
- **Other Services**
  - **Static IP** ..... \$10.00
  - **Web Portal** ..... \$1.00

## Small Business Phone *MONTHLY RATES*

- **Business Local** – Unlimited local calling ..... \$24.95
- **Business Plus** – Unlimited local and domestic long-distance within continental U.S. .... \$34.95
  - **Additional Listing** ..... \$2.00
  - **Foreign Listing** ..... \$2.50
  - **Non-Listing** ..... \$4.50
  - **Non-Published** ..... \$7.00
  - **Caption Listing** ..... \$7.00
  - **Incidental Charges**
    - **Directory Assistance** – Per Call ..... \$1.95
    - **Domestic Long-Distance** – Per Minute ..... \$0.03
    - **International Long-Distance** – Above Rate Sheet Per Minute ..... \$0.01
    - **Offshore Long-Distance** – Above Rate Sheet Per Minute ..... \$0.01
  - **Toll Free Services**
    - **Inbound Charge** – Per MOU ..... \$0.04
    - **Toll Free Number** – Per Month ..... \$2.00
    - **Toll Free Establishment** ..... \$15.00
  - **SIP Trunking**
    - **SIP/PRI Trunk/Port Installation** ..... \$150.00
    - **SIP PRI Voice Installation** ..... \$7.00
    - **SIP/PRI Voice Channel** – Per Month ..... \$10.00
    - **SIP/PRI DID Number Charge** – Per Month ..... \$0.30
  - **Account Level Minutes Use SIP Package**
  - **Conference Bridge** – Per Month ..... \$35.00
  - **Premium Attendant** ..... \$7.00
  - **Com Pilot / Portal** – One Time Fee ..... \$35.00
  - **Com Pilot / Portal** – Per Month ..... \$15.00
  - **Dial by Name Directory** – Per Use ..... \$1.50

## Small Business HolstonTV - Digital Video Services *MONTHLY RATES*

- **HolstonTV Business Basic** (East or West) ..... \$59.95
- **HolstonTV Business Plus** (Upcharge for Both East & West for Select Service Areas) ..... \$20.00
- **HolstonTV Business Expanded** ..... \$119.95
- **HolstonTV Business Beyond** ..... \$139.95
  - **Other Services**
    - **Latino Tier** ..... \$5.95
    - **Sports Tier** ..... \$5.95
    - **NFL Red Zone** (Annual Fee) ..... \$59.95
    - **Additional 100 hours DVR Storage** (100 included; 300 maximum) ..... \$5.00
    - **Additional Stream** (3 included; 5 maximum) ..... \$5.00
    - **Each HolstonTV Set Top Box** ..... \$5.00
    - **Video Bandwidth Charge** (Non-subscribers to HolstonConnect Internet) ..... \$15.00
    - **Starz & Encore Package or Cinemax Package** ..... \$13.99
    - **Showtime & TMC Package** ..... \$15.99
    - **HBO Package** ..... \$17.99