

# RESIDENTIAL Rate Card

## High-Speed Internet Access

<u>SERVICE*</u>	<u>SPEED up to:</u>	<u>RATES</u>
Basic	768k down/256k up	as low as \$29.95
Standard	2M down/1M up	as low as \$39.95
Professional	4M down/2M up	as low as \$49.95

Other Terms: All rates plus \$10/mo equipment rental; two year contract required, early cancellation penalty of contract balance and return equipment (or penalty of equipment original value), due upon termination. For static IP there will be an additional charge of \$5.00/mo.

If paid by check there will be a \$5.00 charge per invoice. The preferred method of payment (monthly, quarterly, or annually) is credit card.

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## Install Fees

### Basic Installation \$99

Includes: wireless antenna, modem, cables to a directly connected computer, power supply, and surge protector. Set-up and train on e-mail program browser and two *Bay Broadband* e-mail addresses.

### Premium Installation \$199\*

Includes: basic install *plus*, 4-port router, wired or wireless network setup for up to 3 computers. Also includes setting up 1 networked printer per computer. We will provide network adapters from our in-stock inventory at competitive prices.

\* Premium Installation \$149, if client supplies router

### Long-Range Router Installation \$299

Includes: the premium install with, a long-range pre-N router substituted in place of the normal router.

### Notes:

Computers must be Windows NT or later to be included in fixed-price premium networking install. Any Windows ME and earlier operating systems: we will network as-is (best efforts basis) or upgraded on actual time and material basis at \$75/hr.

File sharing, additional printer sharing, and other network services and enhancements: not included in Basic or Premium installation. We will do these at \$75/hr, subject to technical support rate card.

We will install cat5 cable between the radio and a computer via a single wall jack or router, if installed. We will recommend wiring contractors if additional wiring is required; we do not do in-house wiring, in wall cabling, or debug in-house cat5 cabling systems, except as maybe specifically quoted in selected commercial installations.

### Other charges:

- Standard ground mount: 5ft pole & trenching \$150, additional 5ft ext \$75
- Power supply: \$10.00

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## Network Adapters

We sell internal NIC's or laptop PCMCIA cards at list prices, installation included:

- Desktop internal wired: \$50.00 (LNE100TX)
- Desktop internal wireless: \$80.00 (WMP11)
- Laptop wireless: \$75.00 (WPC11)
- USB wireless adapter: \$80.00 (WUSB54G)
- Belkin PCMCIA: \$109.00 (F5D8010)

Bay Broadband Rate  
Card revised 1/9/06

# BUSINESS Rate Card

## High-Speed Internet Access

### Small Business (up to 2 workstations)

<u>SERVICE*</u>	<u>SPEED up to</u>	<u>RATES</u>
Basic	768k down/256k up	\$59.95
Standard	1M down/512k up	\$69.95

Other Terms: All rates plus \$10/mo equipment rental; two year contract required, early cancellation penalty of contract balance and return equipment (or penalty of equipment original value), due upon termination. For static IP there will be an additional charge of \$5.00/mo.

### Business (more than 2 workstations)

<u>SERVICE*</u>	<u>SPEED up to:</u>	<u>RATES</u>
Basic	1M down/512k up	\$89.95
Standard	1M down/1M up	\$133.95
Premium	1.5M down/1M up	\$267.95
Superior	1.5M down+up, CIR*	\$399.95

\$499 equipment – wireless receiver, wireless router, power supply, and surge protector

Installation is on time and material basis at the rate of \$75/hour. If requested we will provide network adapters from our in-stock inventory at competitive prices.

Other Terms: Two year contract required, early cancellation penalty of contract balance and return equipment (or penalty of equipment original value), due upon termination. For static IP there will be an additional charge of \$5.00/mo.

\*T1 service - Committed Information Rate.

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## VOIP- Residential Rate Card

### Premium service:

- Unlimited local and long distance calling \$29.95/mo
- Use your existing telephone.
- Equipment setup charge of \$49.95 for ATA.

Includes: Web Portal, number porting service (customer may choose new number or they may use existing number), 911 service, long distance to Canada and Puerto Rico

International calling and directory assistance are not included, see rate below:

Directory Assistance	0.60/call
Directory Assistance Call Completion	0.25/call
Usage charge for completed D.A. calls	0.06/minute
Operator Assisted Dialing (no 3rd party)	0.60/call
Collect Calls	2.50/call
Third Party billed Calls	3.75/call
Person to Person	2.50/call
Usage charge for calls completed using Operator Assistance	0.06/minute

Other Terms: Installation \$49.95, waived if services is installed with your wireless Internet service, or self-install. Two year contract required, early cancellation penalty of contract balance and return equipment (or penalty of equipment original value), due upon termination.

# Post Sale Support – Business and Residential

We support the *Bay Broadband* internet connection as an integral part of our service offering. This is defined as a live ethernet port at:

- The wireless LAN side of the router.
- the in-house end of the cable is provided by Bay Broadband.

We provide support for 15 days after install for work that we do, such as setting up internet access on 1 (or more) computers, training on email, setting up e-mail program, etc

## **Customer Support Hours:**

### **Residential Customer**

- 24/7 over the phone support
- 8am – 8pm, Monday – Friday, on site support

### **Business Customer**

- 24/7 over the phone support
- 12/7 on site support

Note: We do not support LAN or computer configuration and operation, beyond fixing simple browser settings to enable internet access; for basic installation.

## **After that 15-day period, we offer maintenance support as follows:**

### 1. Maintenance support:

1a. single computer on hardwired network connection: \$5.00/mo

1b. up to 3 computers and/or network, and/or wireless connection on single computer: \$8.00/mo.

## **Maintenance support agreement:**

configuration of internet access, email settings, LAN connectivity between computers, the router, printer and file sharing. Covered computers must be on Windows NT or later.

These prices are for a residential customer. Commercial customers will be quoted a competitive rate for services desired. Residential use includes normal household and occasional home office work.

All support, advice, troubleshooting or consulting outside of the Post Sales Support and Maintenance Support agreement, is on time and material basis as on *Bay Broadband* standard Technical Support rate card rates.

