



# Residential Customer Rate Sheet

High Speed Internet <sup>1</sup>	Monthly Charge	Activation Fee <sup>2</sup>	Description
Mountaineer Package 1 Gbps <sup>3</sup>	\$69.95	\$0	Up to 1 Gbps Upload and Download speeds, \$20 off the standard monthly charge and Worry-Free WiFi is included in the package at no additional cost.
Standard Residential 1 Gbps	\$89.95	\$89.95	Up to 1 Gbps Up and Down
Residential 10 Gbps	\$159.95	\$159.95	Up to 10 Gbps Up and Down, includes Worry-Free WiFi
Trekker Package Discount 1 Gbps	\$79.95	N/A	The Trekker Rate is applicable for those who have completed 12 consecutive payments at the standard rate without a service disconnection. \$10 off the standard monthly charge and Worry-Free WiFi is included in the package at no additional cost.
Seasonal Hold <sup>6</sup>	\$19.95	\$29.95	Includes 6 Mbps Internet Service
Enhancements			
Worry-Free WiFi <sup>4</sup>	\$6.95	N/A	If you intend to connect more than one device to your new Trailblazer Broadband service, it is important to have WiFi in your home, so you can connect devices in various rooms without cords. Worry Free WiFi (cloud-enabled WiFi) allows our Trailblazer Broadband team to provide better support through remote troubleshooting and improved network performance, utilizing cloud-based remote monitoring and administrative tools.
Additional Wifi Repeater (each)	\$6.95	\$105	Improves signal strength inside your home. Monthly charge plus one time fee for each repeater.
Other Charges/Fees			
Mailed Paper Bill	\$5.00	N/A	Monthly Charge
Lost, Damaged or Unreturned Equipment	N/A	Current Replacement Cost	All service equipment is the property of Trailblazer Broadband. Unreturned or damaged equipment will be automatically charged to your account at the replacement cost of the equipment.
Returned Check Fee	N/A	\$25.00	Non-sufficient funds results in a returned check.
Service Suspension / Reactivation	N/A	\$50.00	If service is suspended due to a non-payment issue, abuse or canceled by customer, this fee will apply to reactivate the suspended service.
Hourly Service Fee and Custom Installations <sup>5</sup>	N/A	\$80/hour	1 hour minimum plus cost of materials. After-hours/overtime charges may apply.
Grace Period	N/A – See Description	N/A	Payment must be received within 6 days of the due date to avoid service suspension and reactivation fee.



# Residential Customer Rate Sheet

<sup>1</sup>These rates apply to services provided at a private residence and used in a residential manner, subject to Trailblazer Broadband Terms & Conditions. All rates are subject to change. Additional, applicable fees and taxes may apply to the rates provided. All service equipment is the property of Trailblazer Broadband. Static IP addresses are not offered on residential services. Trailblazer Broadband Residential service is non-dedicated, symmetrical (same speed up and down) bandwidth. 1 Gbps is equal to 1,000 Mbps. Speeds are best-effort and not guaranteed. Fees, restrictions or deactivation of service may apply at Trailblazer Broadband's sole discretion for abusive usage.

<sup>2</sup>Activation of internet service. This includes a standard installation which will follow the electric service path to the premise and the simplest entry method inside the premise near an electric outlet in a climate controlled space. Standard installs include hardware with ethernet ports to connect your devices and phone jacks; phone service must be purchased separately. Customers who do not keep their service for at least 30 days after the install takes place, forfeit their first month's service fee.

<sup>3</sup>The Mountaineer Package Discount is the lowest price available to residential customers who subscribe within 90 days of email notification of service availability. You must stay in good standing by making on-time continuous monthly payments without service interruption for at least 6 months after signing up for service, failure to do so will result in an \$89.95 cancellation fee. Monthly service charges will not be prorated. Fees, restrictions, or deactivation of service may apply at Trailblazer Broadband's sole discretion for abusive usage.

If an existing Mountaineer Package subscriber moves within an activated service area, the subscriber may transfer service to the new location at the time service is discontinued from the previous location. The activation fee will apply. If the new location does not yet have Trailblazer Broadband available, the customer must subscribe within 90 days of email notification of service availability.

For newly developed residences, the customer must subscribe within 90 days of signup for Estes Park utility services (i.e., electric and or water) by the first occupant of each premise. For new residents moving into a service available area, the customer must subscribe within 90 days of establishing Estes Park Utilities at the new address.

<sup>4</sup>With Worry-Free WiFi our technicians will provide and setup up a high performance wireless device beautifully designed to be out in plain sight. Worry-Free WiFi includes an easy-to-use smartphone application for monitoring and improving subscriber network performance and remote IT support from Trailblazer Broadband. Included with the Mountaineer Package.

<sup>5</sup>Custom install charges apply for work beyond a standard installation. Standard installs include exterior fiber installation that follows the electric service path to the premise and the simplest entry method inside the premise near an electric outlet in a climate controlled space.

Custom install hourly rate recovers the cost of 1 Technician and vehicle (1 hour minimum). Materials costs are recovered at the per foot of additional interior fiber cable installed. After-hours/overtime charges may apply. All Custom Installations are subject to payment prior to completion of the installation.

<sup>6</sup>Seasonal hold provides 6 Mbps service and is only available to existing customers in good standing after 12 months of consecutive service. Autopay is required. The minimum hold period is one (1) month and the maximum is five (5) months. The hold can only be activated once every 12 months

- The hold period can start on the first of the month. Service can be reactivated any day of the month. Service fees for a partial month are prorated. You will be billed the reactivation fee and prorated monthly fees at the time of reactivation.
- Allow up to 3 business days to turn full service back on; you can change the end date of your hold period up to one business day prior to the initial scheduled end date, without exceeding the five month maximum.
- On your scheduled return date, your services will resume without the need to schedule a new installation or service visit. Also, your pre-hold options and rates will be restored to your account.
- Worry-Free WiFi and technical support will be suspended while on seasonal hold and all equipment will remain on premise.
- Seasonal hold may not be available for all services.
- Your account must remain in good standing during the vacation hold period. Good standing means you have complied with all explicit obligations.