Terms & Conditions

Ntera®, LLC, hereforth stated as Ntera®, is pleased to provide you, hereforth stated as Customer, with voice, data, and video services over fiber optics, hereforth stated as the Services, on the terms and conditions set forth below. Offers and stated rates are available to Ntera® customers only. Taxes and other mandated service charges such as, but not limited to 911 and Universal Service Charge are additional. These charges are not included in the monthly offer price.

Please carefully read and review the terms and conditions of this agreement before using the equipment, as defined in Section 4 and 5 below, or the services. By using the equipment or the services you are becoming a party to and agree to be bound by this agreement. In addition, your use of our services are subject to the then-current Ntera® Service Agreements and all license agreements in connection with the software supplied to you by Ntera®.

Section 1: The Services that we provide to our customers

a) Ntera® provides access to facilities, services, and equipment over which our customers may transmit voice, data, and other communications of their own choosing.

b) Ntera® has customer service representatives available from 8:00AM to 4:30PM, Monday thru Friday, to assist its customers with any questions or problems regarding its interstate or international toll services. An Ntera® representative can be reached during these hours by dialing 833-466-8372.

Section 2: Voice Service

When you accept the Terms and Conditions, you become the main account holder for each telephone number assigned to the Ntera® Voice service and all plans, features, and functionalities that are purchased initially or are added subsequently. The Terms and Conditions applies to all such telephone numbers, plans, features, and functionalities for both the main account and all sub accounts.

Section 3: Long Distance Service

Ntera® primarily resells to its customers toll services of larger, facilities-based carriers. Ntera® endeavors to purchase these services at volume discounts, and to resell them to its customers at lower rates than they would pay if they purchased service directly from the other carriers. However, resale also means that Ntera® has no control over outages and other service disruptions on the networks of the other carriers.
See carrier terms and conditions.

Section 4: Fiber-Fast Internet

Minimum Service Requirement

The agreement will be activated once we receive, in our Corporate Office, at 328 W Main St, New Auburn, WI, a signed version of the agreement. By signing this agreement you are bound to the Terms & Conditions for the entire time of service.

Activation & Equipment Charge

a) Retail Prices: Activation and Equipment charges are set forth in Attachment A and are subject to change as specified in Section 12. These rates are subject to periodic discounts and promotions. The actual amount charged for activation and equipment will match the current promotional rate for customer's market and type of activation.

b) Upon placing an order for the services, the customer will be charged the activation fees toward the total activation and equipment charge set forth in Attachment A. This amount is not refundable unless Ntera® or its agents, contractor, or representatives are unable to deliver the agreed services or the setup has not commenced.

c) Any other services provided by Ntera® may be billed at the agreed terms and conditions at the time of the request of service.

Monthly Service Charge
The recurring charge payable by customer for the services the customer selects.

Missed Appointment Charge
Customer may be charged a no-show charge of $49.95 for failing to keep a scheduled appointment or for cancelling an appointment less than 24 hours in advance.

Open Internet Disclosure
Ntera® directly offers broadband ISP services. Pricing for direct Internet connectivity provided to business customers is determined on an individual case basis.

Performance
Ntera® offers a speed test site to any user or customer. It can be accessed at http://speedtest.airstreamcomm.net.

Congestion Management
Ntera® does not implement any congestion management techniques. Ntera® engineers and operates their network to accommodate the necessary traffic requirements, with ample capacity and redundancy to address peak traffic levels in the case of a partial network outage. In the event of congestion, all traffic is classified as best effort.

Content, Applications, Service and Device Providers
As a full service Internet Service Provider, Ntera® delivers a full suite of Internet-based applications. These include:
- Web Hosting
- File Transfer Protocol

Ntera® does not discriminate any customer traffic. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, Ntera® does not manipulate our network to perform better for customers accessing Ntera®'s email servers versus Ntera®'s customers accessing Google's gmail services.

Security Measures
In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, Ntera® will implement inbound and outbound traffic filtering and/or blocking on specific source and destination IP addresses. These actions will be performed to ensure reliability and availability of the Ntera® network. These actions will not be utilized for normal Internet applications and traffic. In the case of any suspicious or malicious network activity, notification and forensic information will be made available to the appropriate law enforcement and network security resources for investigation.

Section 5: Fiber-TV Service provided by Celect Communications

Activation & Equipment Charge

a) Ntera® or its agents, contractors, or representatives shall provide customer with equipment.

b) Retail Prices: Activation and Equipment charges are set forth in Attachment A and are subject to change as specified in Section 12. These rates are subject to periodic discounts and promotions. The actual amount charged for setup and equipment will match the current promotional rate for customers market and type of setup. Upon termination, if the equipment is not returned in good condition, the customer will be liable for replacing the equipment and may incur charges.

c) Upon placing an order for the services, the customer will be charged the activation fees toward the total activation and equipment charge set forth in Attachment A. This amount is not refundable unless Ntera® or its agents, contractor, or representatives are unable to deliver the agreed services or the setup has not commenced.

d) If a jack or additional Set Top installation is requested by the customer and is installed by Ntera®, an additional charge will apply.

e) Any other services provided by Ntera® may be billed at the agreed terms and conditions at the time of the request of service.

Pay Per View Charges

All Pay Per View (PPV) charges will be billed in arrears. For example, a movie rented in February may appear on your March or April statement depending on the date it was rented and the date bills are ran.

Monthly Service Charge

Celect Communications & Ntera® reserve the right to change the monthly rates at any time during the service period. If the change results in an increase in your monthly rate, you may cancel the service without being penalized.

Customer agrees to indemnify and hold harmless Celect Communications & Ntera®, its officers, agents, and any of its members from and against any claims, damages, liabilities, loses, and expenses including actual attorney fees incurred in defense or otherwise arising from neglect or unlawful use or intentional misuse of the services, the content of the communications on or through the services or lack of availability of Celect Communications & Ntera® or its facilities.

Section 6: Charges, Bills, and Payment for Service

a) Service is provided and billed on a monthly basis and will continue to be provided and billed until canceled by the customer or terminated by Ntera®.

b) Ntera® may pass through to its customers all applicable federal, state, and local taxes or surcharges (including sales, use, excise, gross earnings, and gross income taxes), as well as surcharges to recover Ntera®'s contributions to applicable federal or state funds (including funds for universal service, telecommunications relay service, local number portability, and telephone number administration).

c) Payment for all bills rendered by Ntera® for its services is due on or before the due date printed on the bill. If payment is not received by Ntera® on or before the due date printed on the bill, a late charge may be applied to all amounts past due.

d) No late charge will be assessed upon properly disputed charges (see dispute procedures in Section 8)

e) Ntera® may require a customer to make a deposit prior to or at any time after provision of service. Upon termination of service, the deposit will be credited to the customer's account and any credit balance will be refunded after all amounts due to Ntera® have been paid.

Section 7: Obligations of Customer

a) The customer is responsible for the timely payment of all billed charges for services or facilities provided by Ntera® to the customer, and for the payment of Ntera®'s reasonable attorney's fees and court costs if Ntera® is forced to retain an attorney to collect any of its billed charges from the customer.

b) The customer will not use Ntera®'s services in a manner that interferes unreasonably with the use of the services by one or more other customers.

c) The customer will not use Ntera®'s services in an abusive, illegal, or fraudulent manner, nor alter or tamper with Ntera®'s connections or facilities.

d) The customer will indemnify Ntera® against any and all liability, including reasonable counsel fees, arising from any claims against the customer for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by the customer over Ntera®'s facilities, services, or equipment.

Section 8: Resolution of Billing Disputes

a) If the procedures of this section are followed, the customer may withhold payment of the disputed portion of any bill pending resolution of the dispute.

b) Within twenty (20) days of the bill date of a disputed bill, Ntera® must receive from the customer an itemized statement in writing which identifies the disputed charges and reasonably explains the basis of the dispute. Failure to comply with this requirement shall mean the bill is deemed to be correct and all amounts are due and owing Ntera®.

c) Ntera® shall review the customer's statement, and shall issue a written initial determination within twenty (20) days after its receipt of the customer's statement to set forth Ntera®'s proposed resolution of the dispute.

d) If the customer is not satisfied with Ntera®'s proposed resolution, the customer must advise Ntera® in writing within ten (10) days after the customer's receipt of Ntera®'s initial determination of the specific reasons for the dissatisfaction, and provide any additional information which customer deems pertinent or relevant to the dispute.

e) Within twenty (20) days after Ntera®'s receipt of additional information, Ntera® shall make its final determination and resolution based upon all documentation or information available to Ntera®.

f) If customer continues to withhold any disputed amount determined to be owed to Ntera®, the customer's account shall be deemed to be past due, and all services will be subject to termination.

Section 9: Limitation of Ntera®'s Liability

a) The liability of Ntera® for damages resulting in whole or in part from mistakes, omissions, interruptions, delays, errors, or other defects in the interstate or international toll services provided shall not exceed its billed charges for the defective call or calls.

b) Neither Ntera® nor its officers, agents, or employees will be liable for indirect, special, or consequential damages.

c) Ntera® shall not be liable for any interruption, failure or degradation of service due in whole or part to causes beyond its control, including, but not limited to: (i) acts of God, fires, flood, or other catastrophes; (ii) any law, order, regulation, directive, action or request of any instrumentality of the United States Government, or of any foreign, state, or local government; (iii) any national emergency, insurrection, riot, war, strike, or labor difficulty; (iv) any act or omission by any unrelated carrier or other entity affecting the facilities or equipment over which Ntera®'s services are provided; (v) any negligence by the customer or defects or failures of the customer's equipment; and (vi) any negligent acts or omissions of third parties.

Section 10: Refusal, Termination, or Suspension of Service

a) Ntera® may refuse service to a customer that fails or declines to make a deposit requested by Ntera®, and may terminate service five (5) business days after written notice of termination is mailed to a customer that fails or declines to increase a deposit in response to Ntera®'s request.

b) Ntera® may terminate service five (5) days after a written notice of termination is mailed to a customer that has failed to make payments for current or prior bills by the required due date, including payments for late fees or any other required additional charges, or that has failed to pay disputed charges determined to be owed to Ntera® via Ntera®'s billing dispute resolution procedures (see Section 6) for more than ten (10) days after the end of the dispute resolution proceeding.

c) Ntera® reserves the right to establish a credit limit for customers or classes of customers, and to suspend service to a customer when the customer reaches the applicable limit.

d) Ntera® may suspend or terminate service to a customer immediately if Ntera® reasonably believes that the customer or entities using the customer's account or facilities are using Ntera®'s services in a manner that: (i) interferes with the use of the services by one or more other customers; (ii) is abusive, illegal, or fraudulent; (iii) damages Ntera®'s facilities or equipment; or (iv) places excessive capacity demands upon Ntera®'s facilities or service.

Section 11: Fixed-Location Service

Customer acknowledges that this is a fixed-location service and may not be moved to a different location, even if the phone number remains the same, or a different phone number without payment of the new connection fees and the early cancellation charge, if applicable. If customer moves, customer shall notify Ntera® that this agreement shall be terminated and the provisions of Section 18, including customers obligations under Section 18b shall apply to such termination. In all cases customer shall notify Ntera® as provided in Section 19.

Section 12: Payment Terms

a) Agreement to Pay: Customer agrees to pay the monthly charges and other fees, including applicable taxes, for the equipment and services as established from time to time by Ntera®. Current charges are set forth in Attachment A to this agreement and are subject to change as specified in section b below.

b) Price Changes: Customer acknowledges and agrees that Ntera® has the right to change its charges at any time subject to applicable law and upon notice to customer.

c) Customer Charges: Customer acknowledges that customer may incur charges while using the services. For example, charges may be incurred as a result of accessing certain information, or purchasing or subscribing to certain offerings, via the Internet. Customer agrees that all charges, including all applicable taxes, shall be paid by customer and are not the responsibility of Ntera®.

Section 13: Use of the Services

a) Other Agreements: Customer acknowledges and agrees that the services are for end-user use only and may not be resold, commercially or non-commercially, in whole or in part, directly or indirectly, or on a bundled or unbundled basis, in the absence of a separate re-seller agreement approved in writing by Ntera®. Customer shall not use the services in the operation of any business or service which compete directly or indirectly with Ntera®, which determination shall be made by Ntera® in its sole discretion. Any unauthorized access by a third party, including, but not limited to e-mail, Internet access, or any other function of the service is in violation of the agreement. Customer is responsible for any misuse of the services that occur through customers account. The services are subject to the terms and conditions of Ntera®'s then-current subscriber Service Agreements and Ntera®'s then-current Acceptable Use Policy, as well as the license agreements associated with the software provided by Ntera®. Ntera® reserves the right to change its subscriber Service Agreements and Acceptable Use Policy at any time.

b) No Ntera® Liability for Content: Customer acknowledges that there is content available through the services which may be offensive, or which may not be in compliance with all local laws, regulations, and other rules. For example, it is possible through the use of the services to obtain access to content which is pornographic, obscene, or otherwise inappropriate or offensive, particularly for children. Ntera® assumes no responsibility for and exercises no control over the content contained on the Internet or otherwise available through the services. In particular and without limiting the generality of the foregoing, Ntera® neither censors nor monitors the legality of any such content. All content accessed or received by customer through the services is accessed and used by customer at customer's own risk, and Ntera® and its employees, agents, contractors, and representatives shall have no liability whatsoever for any claims, losses, actions, damages, suits, or proceedings arising out of or otherwise relating to the access to or the receipt of such content by customer.

c) Minors; Obscenity: Customer acknowledges and agrees that materials are available on the services which may not be suitable for minors and that Ntera® is not responsible for the prevention of access to such material and resources by minors or others. Customer agrees that customer has the sole responsibility for monitoring what is available to any minors or others who have access to the Internet through your Ntera® account. Customer further agrees that customer has sole responsibility for compliance with obscenity laws with respect to materials retrieved via Ntera® facilities.

d) Ntera® Contents Rights: Ntera has no obligation to monitor the services content. However, customer acknowledges and agrees that Ntera® has the right to monitor content electronically from time to time and to disclose any information as necessary to satisfy any law, regulation, or other governmental request, to operate the services properly or to protect itself or its subscribers. Ntera® reserves the right to post or to remove any information or materials, in whole or in part, that in its sole discretion, are unacceptable, undesirable, or in violation of this agreement.

e) Use Restricted to Lawful Purposes: Customer agrees that customer will only use Ntera® services for lawful purposes. Customer agrees customer will not transmit any material in violation of any US Federal, US State, or foreign law. This includes, but is not limited to: copyrighted material, material legally judged to be threatening, obscene, in violation of the Communications Decency Act or any other section of the Telecommunications Reform Act of 1996, or material protected by trade secret. Customers keyboard input or files may be monitored in the event of a real or perceived security incident. Customer agrees that Ntera® may remove objectionable materials residing on Ntera®'s server. Such removal shall be at Ntera®'s sole discretion and Ntera® shall be the sole judge of what constitutes objectionable material.

f) Inappropriate Use: Customer shall not use the equipment or services to directly or indirectly disrupt, abuse, or cause degradation of service in the Ntera® backbone network nodes or network services or the network nodes of other Ntera® users, or resell the services or use the services for operation of an Internet service provider business or for any other inappropriate business enterprise in competition with Ntera®. Engaging in one or more of these activities or violating these terms and conditions may result in termination of the services. The services are for end-user use only. Customer use of the services that is determined to be resold may result in termination of the services and/or additional fees, at Ntera®'s discretion.

Section 14: Limited Warranty

All equipment and services are provided by Ntera® as is and as available, without warranty of any kind. Ntera® does not warrant uninterrupted use or operation of the equipment or services. Ntera® does not warrant that any data or files sent by or to customer will be transmitted in uncorrupted form or within a reasonable period of time. All representations, warranties, endorsements, and conditions of any kind, express, or implied, including, without limitation any warranties or title or noninfringement, fitness for a particular purpose, merchantability and those arising from a course of dealing or usage of trade, are hereby excluded. Certain equipment may be subject to third party warranties which may be passed through Ntera® to customer at no additional charge. Ntera® will comply with all reasonable requirements necessary to effect the pass-through of the warranty to customer. As its sole option, Ntera® or its agent may replace defective equipment on behalf of the manufacturer, provided customer follows all applicable procedures and obtains a Return Materials Authorization (RMA) number.

Section 15: Specific Risks for Which Ntera® Shall Have No Liability

a) Security Breaches: The Internet is a shared resource among many customers. Because of this, there is a risk that customer could be subject to a variety of security breaches, including but not limited to eavesdropping and denial of service attacks. This means that other people may be able to access, monitor and/or alter customer's files, data, or other traffic sent or received using the services, and/or negatively affect customers ability to use the services. Any information sent by customer over the services network is sent at customers sole risk, and Ntera® shall have no liability whatsoever for any claims, losses, actions, damages, suits, or proceedings arising out of or otherwise relating to such actions by customer.

b) FTP/HTTP Server Setup: Customer should also be aware that when using the computer to access the Internet or any other online network or service via the services, there are certain applications, such as FTP (File Transfer Protocol) server and HTTP (Hyper Text Transfer Protocol) server, which may be used to allow other service users and Internet users to gain access to customers computer. Customer is permitted to run such applications for customer's personal use and within the limitations of Section 16 of this agreement provided, however, that customer acknowledges and agrees that if customer chooses to run such applications, customer should take the appropriate security measures and that the risk of security breaches as described in Section 13a of this agreement may be significantly increased. Ntera® shall have no liability whatsoever for any claims, losses, actions, damages, suits, or proceedings resulting from or arising out of or otherwise relating to the use of such applications by customer, including, without limitation, damages resulting from other users accessing customers computer.

Section 16: Limitation of Liability

Ntera®'s liability to customer for direct damages shall be limited to a maximum of the fees paid by customer to Ntera® for the services during the twelve (12) month period prior to the time when customer's claim for direct damages arose; provided, however, that Ntera® shall have no liability whatsoever for any damage to, loss of, or destruction of any software, files, or data. In addition, Ntera® will not be liable to customer or to any third party for:

a) any indirect, incidental, special, punitive, or consequential losses or damages, including loss of profits, loss of earnings, loss of business opportunities and personal injuries (including death), resulting directly or indirectly out of, or otherwise arising in connection with, the use of the services by customer or any other use of the equipment or services, including without limitation, any damage resulting from or arising out of customers reliance on or use of the equipment or services, or the mistakes, omission, interruptions, deletion of files, errors, defects, delays in operation, transmissions, or any failure of performance of the equipment or services; and

b) any losses, claims, damages, expenses, liabilities, or costs (including legal fees) resulting directly or indirectly out of, or otherwise arising in connection with, any allegation, claim, suit, or other proceeding based upon a claim that the use of the equipment or services by customer or a third party infringes the copyright, patent, trademark, trade secret, confidentiality, privacy, or other industrial or intellectual property rights, proprietary rights, or contractual rights of any third party. The foregoing limitation applies to the acts, omissions, negligence, and gross negligence of Ntera®, its officers, employees, agents, contractors, or representatives, which, but for this provision, would give rise to the cause of action against Ntera® in contract, tort, or any other legal doctrine. Customers sole and exclusive remedies under the agreement are as expressly set out in this agreement.

Section 17: Amendment of the Agreement

Ntera® may, in its sole discretion, change, modify, add, or remove portions of this agreement at any time. Ntera® will update changes to this agreement online at ntera.net. Customers continued use of services shall be deemed to be customers' acceptance of any modification. If customer does not agree to any modification of this agreement, then the customer can terminate this agreement in accordance with Section 18a of this agreement.

Section 18: Termination

a) Termination Rights: Either party may terminate this agreement at any time by providing the other party with no less than twenty-four (24) hours written notice of such termination. Customer may also terminate this agreement by providing verbal notice of termination to a Ntera® customer service employee contacted through Ntera®'s customer service number.

b) Minimum Service Agreement: Customer agrees to maintain the services for the minimum service agreement period or pay the applicable early termination charge. Both the minimum service period and the early termination charge are included with Ntera®'s published rates, and are set forth in Attachment A.

c) Customer Obligations Upon Termination: Customer agrees that upon termination of this agreement: (i) customer will pay Ntera® in full for customers use of services up to the end of the billing cycle in which the services have been disconnected; (ii) customer will pay an early termination charge, if applicable; (iii) customer will return all equipment that was not directly purchased by the customer; and (iv) customer will return or destroy all copies of any software provided by Ntera® pursuant to this agreement, including all back-up copies.

Section 19: Contact Address

For any inquiries or notices required in connection with agreement customer should contact Ntera® at the published customer service number, or in writing to Ntera®, 328 W Main St, PO Box 127, New Auburn, WI 54757.

Section 20: Governing Law

This agreement, the rights and obligations of the parties hereto, and any claims or disputes hereunder, shall be governed by and construed in accordance with the laws of the State of Wisconsin without reference to conflict of law principles. All disputes arising out of or relating to this agreement shall be submitted to the exclusive jurisdiction of the state and federal courts in Wisconsin, and each party irrevocably consents to such personal jurisdiction and waives all objections thereto. Customer may not bring any claim, suit, or proceeding more than one (1) year after the date of the cause of action.

Section 21: General Information

Nothing contained in this agreement shall be construed to limit Ntera®'s actions or remedies in any way, and Ntera® reserves at all times all rights and remedies available to it at law or in equity. This agreement constitutes the entire agreement and understanding between the parties with respect to the subject matter of this agreement and supersedes and replaces any and all prior written or verbal agreements. In the event that any portion of this agreement is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the remainder of the provisions shall

remain in full force and effect. Ntera®'s failure to insist upon or enforce strict performance of any provision of this agreement shall not be construed as a waiver of any provision or right. Neither the course of conduct between the parties nor trade practice shall act to modify any provision of this agreement. This agreement may not be assigned or transferred by customer. This agreement may be assigned or transferred without consent of customer.

Attachment A

Effective March 10, 2026. Taxes and other mandated service charges such as, but not limited to 911 and Universal Service Charge are additional. These charges are not included in the monthly offer price.

Section 1: Fiber-Fast Internet

STANDARD SERVICE OFFERINGS

100Mbps/100Mbps	$54.99
500Mbps/500Mbps	$79.99
1Gbps/1Gbps	$129.99
2Gbps/2Gbps	$179.99

ADDITIONAL EQUIPMENT & FEATURES

Managed WiFi Service Command IQ App	Included
GigaSpire WiFi Router	Included in 500Mbps & GIG packages
GigaSpire WiFi Router Lease	$10.00
U4m Mesh WiFi Router Lease	$7.00
Outdoor Mesh WiFi Router Lease	$20.00
Protect IQ	Included
Experience IQ	$5.00

STANDARD ONE-TIME CHARGES

Activation Fee	$99.99*
Activation Fee	$49.99*
Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00
Dual Run to Same Jack	$25.00
GigaSpire WiFi Router	$199.99
Static IP Activation Fee	$30.00

Section 2: Streaming TV provided by Celect Communications

STANDARD SERVICE OFFERINGS

Local Channels	$29.95 (not available in all areas)
Local & Essential Channels	$104.99
Off-Air Broadcaster’s Surcharge	$50.81
Broadband Fee	$14.00

ADDITIONAL CHANNELS, EQUIPMENT, & FEATURES

Entertainment	$14.95
Xtra Sports	$9.95
HBO	$19.95
Cinemax	$15.00
STARZENCORE	$10.50
Showtime	$14.00
Cloud DVR - 500 GB	$9.95
Cloud DVR - 2 TB	$14.95
Whole-Home DVR Access	$4.95
ManageMyTVApp	Included
Set Top	$6.95

STANDARD ONE-TIME CHARGES

Activation Fee	$99.99*
Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00

Section 3: Voice

STANDARD SERVICE OFFERINGS

Unlimited Local Calling	$19.99
ECC Calling	$0.05/min
Long Distance Calling	$0.10/min
Unlimited Long Distance Calling	$25.00
100 Long Distance Minutes	$3.00
1500 Long Distance Minutes	$15.00

ADDITIONAL FEATURES

Basic VoiceMail	$4.00
Basic Plus VoiceMail	$4.50
Family VoiceMail	$6.00
Business VoiceMail	$6.00
Terminating Call Manager	$2.00
Caller ID Number Only	$2.00
Caller ID Name & Number	$4.00
Call Waiting	$0.50
Call Forwarding	$0.50
Call Forward - No Answer	$0.50
Call Forward - Busy	$0.50
Call Forward - Remote Access	$0.50
Three Way Calling	$0.50
Automatic Callback	$1.50
Automatic Recall	$1.50
Anonymous Call Rejection	$2.50
Selective Call Rejection	$2.50
Selective Call Acceptance	$2.50
Selective Distinctive Ring	$2.50
Selective Call Forwarding	$2.50
Short Speed Call - 8	$0.75
Teen Service	$5.00
Warm Line	$0.50
Toll Blocking On/Off	$4.00
Originating Call Manager	$4.00
Conference Calling - 5 Seats	$29.99
Conference Calling - 10 Seats	$39.99
Conference Calling - 15 Seats	$49.99
Number Referral	$5.00
Directory Assistance	$1.00
Per Line Blocking	---
International Toll Block	---

STANDARD ONE-TIME CHARGES

Activation Fee	$99.99*
Activation Fee	$49.99*
Initial Charges per Occurence	$40.00*

Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00
Dual Run to Same Jack	$25.00
Replacement Cable	$14.99

Section 4: Double Play

a) Fiber-Fast Internet

STANDARD SERVICE OFFERINGS

100Mbps/100Mbps	$44.99
500Mbps/500Mbps	$69.99
1Gbps/1Gbps	$109.99
2Gbps/2Gbps	$159.99

ADDITIONAL EQUIPMENT, & FEATURES

Managed WiFi Service Command IQ App	Included
GigaSpire WiFi Router	Included in 500Mbps & GIG packages
GigaSpire WiFi Router Lease	$10.00
U4m Mesh WiFi Router Lease	$7.00
Outdoor Mesh WiFi Router Lease	$20.00
Protect IQ	Included
Experience IQ	$5.00

b) Streaming TV provided by Celect Communications

STANDARD SERVICE OFFERINGS

Local & Essential Channels	$104.99
Off-Air Broadcaster's Surcharge	$50.81

ADDITIONAL CHANNELS, EQUIPMENT, & FEATURES

Entertainment	$14.95
Xtra Sports	$9.95
HBO	$19.95
Cinemax	$15.00
STARZENCORE	$10.50
Showtime	$14.00
Whole-Home Cloud DVR - 500 GB	Included
Whole-Home Cloud DVR - 2 TB	$4.99
ManageMyTVApp	Included
Set Top	$6.99

STANDARD ONE-TIME CHARGES

Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00

c) Voice

STANDARD SERVICE OFFERINGS

Unlimited Local Calling	$19.99
ECC Calling	$0.05/min
Long Distance Calling	$0.10/min
Unlimited Long Distance Calling	$25.00
100 Long Distance Minutes	$3.00
1500 Long Distance Minutes	$15.00

INCLUDED FEATURES

Caller ID Name & Number
Call Waiting
Call Waiting Caller ID
VoiceMail
Three Way CallingCall Rejection
Call Forwarding
Speed Calling
Anonymous Call Rejection
Automatic Callback
Automatic Recall

ADDITIONAL FEATURES

Basic Plus VoiceMail	$4.50
Family VoiceMail	$6.00
Business VoiceMail	$6.00
Terminating Call Manager	$2.00
Selective Call Rejection	$2.50
Selective Call Acceptance	$2.50
Selective Distinctive Ring	$2.50
Selective Call Forwarding	$2.50
Teen Service	$5.00
Warm Line	$0.50
Toll Blocking On/Off	$4.00
Originating Call Manager	$4.00
Conference Calling - 5 Seats	$29.99
Conference Calling - 10 Seats	$39.99
Conference Calling - 15 Seats	$49.99
Number Referral	$5.00
Directory Assistance	$1.00
Per Line Blocking	---
International Toll Block	---

STANDARD ONE-TIME CHARGES

Activation Fee	$29.99*
Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Dual Run to Same Jack	$25.00
Replacement Cable	$14.99

Section 5: Triple Play

a) Fiber-Fast Internet

STANDARD SERVICE OFFERINGS

100Mbps/100Mbps	$44.99
500Mbps/500Mbps	$59.99
1Gbps/1Gbps	$99.99
2Gbps/2Gbps	$149.99

ADDITIONAL EQUIPMENT, & FEATURES

Managed WiFi Service Command IQ App	Included
GigaSpire WiFi Router	Included in 500Mbps & GIG packages
GigaSpire WiFi Router Lease	$10.00
U4m Mesh WiFi Router Lease	$7.00
Outdoor Mesh WiFi Router Lease	$20.00
Protect IQ	Included
Experience IQ	$5.00

STANDARD ONE-TIME CHARGES

Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00
Dual Run to Same Jack	$25.00
GigaSpire WiFi Router	$199.99
Static IP Activation Fee	$30.00

b) Streaming TV provided by Celect Communications

STANDARD SERVICE OFFERINGS

Local & Essential Channels	$104.99
Off-Air Broadcaster's Surcharge	$50.81

ADDITIONAL CHANNELS, EQUIPMENT, & FEATURES

Entertainment	$14.95
Xtra Sports	$9.95
HBO	$19.95
Cinemax	$15.00
STARZENCORE	$10.50
Showtime	$14.00
HD Set Top Box	$6.99
Whole-Home Cloud DVR - 500 GB	Included
Whole-Home Cloud DVR - 2 TB	$14.99
ManageMyTVApp	Included

STANDARD ONE-TIME CHARGES

Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00

c) Voice

STANDARD SERVICE OFFERINGS

Unlimited Local Calling	$19.99
ECC Calling	$0.05/min
Long Distance Calling	$0.10/min
Unlimited Long Distance Calling	$25.00
100 Long Distance Minutes	$3.00
1500 Long Distance Minutes	$15.00

INCLUDED FEATURES

Caller ID Name & Number
Call Waiting
Call Waiting Caller ID
VoiceMail
Three Way Calling
Call Rejection
Call Forwarding
Speed Calling
Anonymous Call Rejection
Automatic Callback
Automatic Recall

ADDITIONAL FEATURES

Basic Plus VoiceMail	$4.50
Family VoiceMail	$6.00
Business VoiceMail	$6.00
Terminating Call Manager	$2.00
Selective Call Rejection	$2.50
Selective Call Acceptance	$2.50
Selective Distinctive Ring	$2.50
Selective Call Forwarding	$2.50
Teen Service	$5.00
Warm Line	$0.50
Toll Blocking On/Off	$4.00
Originating Call Manager	$4.00
Conference Calling - 5 Seats	$29.99
Conference Calling - 10 Seats	$39.99
Conference Calling - 15 Seats	$49.99
Number Referral	$5.00
Directory Assistance	$1.00
Per Line Blocking	---
International Toll Block	---

STANDARD ONE-TIME CHARGES

Activation Fee	$29.99*
Initial Charges per Occurence	$40.00*
Additional Hourly Labor Charge	$70.00*
Plug-In Fee	$10.00
Dual Run to Same Jack	$25.00
Replacement Cable	$14.99

Additional Charges

Central Office Charge	$8.00
Change Listing Charge	$4.00
Non-Pay Reconnect Fee	$30.00
Record Change Charge	$4.00
Service Order Change Charge	$12.00
NSF Check Charge	$35.00
Declined Credit Card Charge	$35.00
Off-Season Charge - Voice	$5.00
Off-Season Charge - Internet	$5.00
Off-Season Charge - Video	$15.00

* FEE DEFINITIONS

Activation Fee of $99.99 for Internet, Streaming TV, or Voice Services includes:

- Processing Fee
- Professional installation of ONT, UPS, and Services
- Products & Services Overview Training

Activation Fee of $49.99 for Internet, Streaming TV, or Voice Services includes:

- Processing Fee
- Professional installation of Services
- Products & Services Overview Training

Activation Fee of $29.99 for Double or Triple Play includes:

- Processing Fee
- Professional Installation of ONT, UPS, and Services
- Products & Services Overview Training

Initial Charge of $40.00 per Occurence may apply for each of the following:

- Running new wiring
- Testing old wiring
- Installing new jack
- Repairing old jack
- Plugging in devices

Any additional services performed will be billed on a time and materials basis. Additional labor will be billed at $70.00 per hour in 15 minute increments.

If Fiber Optic facilities are not available at your address, you may have to assume the full or partial cost of construction.

Cornell Office:
317 S 8th St
PO Box 575
Cornell, WI 54732

New Auburn Office:
328 W Main St
PO Box 127
New Auburn, WI 54757

Phone: 833-46NTERA
Email: info@ntera.net
Web: ntera.net

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