

PC Telcom Residential Managed Wi-Fi Plans - Fiber

	Standard Managed Wi-Fi / Demarcation	Worry-Free Managed Wi-Fi / Demarcation
Monthly Fee	\$4.95	\$9.95 (one-year agreement)
GigaCenter ONT/Router Dual Band (2.4 and 5.0) Beamforming ac Wi-Fi	X	X
24/7/365 Tech Support	X	X
Direct Toll-Free Technical Support Number	X	X
Wi-Fi Signal Optimization Support	X	X
Wi-Fi/Customer Device Connect Support ¹		X
Firewall/Network Security Network Access Translation Management		X
Onsite Visits ² Business Hours		X
Onsite Visits ³ Expanded Hours		X
In-home Cat 5/6 Wiring Maintenance ⁴		X
One GigaCenter UPS Battery Back-up (telephone) OR One 804Mesh AP Unit		X

- (1) **Wi-Fi Device Connection** includes streaming devices such as Roku and Apple TV, and cell phones, tablets, laptop computers and Smart Home hub connection to the router. It Does Not include smart home device connection to the hub or cameras.
- (2) **Onsite Visits Business Hours** (8:00am-5:00pm - Monday-Friday, excluding holidays) are only made after all remote testing has been completed. Estimated time of arrival is less than four hours after an hour of remote testing and escalation. If the fault is found to be beyond the router and is found to be customers equipment, the trip will be billable.
- (3) **Onsite Visits Expanded Hours** (5:00pm-8:00pm - Monday-Friday, 8:00am-8:00pm - Saturday & Sunday, and holidays) are only made after all remote testing has been completed. Estimated time of arrival is less than six hours after an hour of remote testing and escalation. If the fault is found to be beyond the router and is found to be customers equipment, the trip will be billable.
- (4) **In-home Wiring Maintenance** includes Cat5/6 wiring support for the home. See PC Telcom Category 5/6 Inside Wire/Wireless Network Maintenance Terms and Conditions for details.

*Notes: Standard Managed Wi-Fi Plan is required for all PC Telcom Fiber Internet Service.
Products and Services not covered by our Standard or Worry-Free Wi-Fi will be billed at an hourly rate.*

*Options:
Battery Backup (UPS) - \$1.95/month lease.
804Mesh AP - \$3.90/month lease (additional 804Mesh units).*

GigaCenter ONT/Router and 804Mesh AP units remain property of PC Telcom. Prices and terms are subject to change.

Holyoke and Amherst fiber customers only.

Effective June 14, 2018