


Pulse Residential Pricingⁱ

Effective June 18, 2020

Internet – Residential Pricing^{ii,iii}

Internet	Monthly Price	What's Included
Starter – 30 Mbps	\$44.95 30 Mbps upload & download	<ul style="list-style-type: none"> – Pulse Wi-Fi Gateway Included – Symmetrical upload & download speeds – Unlimited data with no caps or throttling – No long-term contracts – 24/7 local technical support – No surprise charges – Professional installation fee waived
My Gig – 1 Gbps	\$74.95 1 Gig (1,000 Mbps) upload & download	
Premier – 10 Gbps	\$299.95 10 Gbps upload & download	



Pulse’s network equipment (the ONT) functions like a modem and a router in one. The ONT and the Wi-Fi Gateway access is included in all our service packages at no additional cost. No more renting, purchasing, and maintaining expensive equipment. Pulse has you covered!

Additional Equipment	During Initial Install	Post Initial Install	Monthly Rental Price
Additional Beacon	\$25	\$105	\$5

Phone – Residential Pricing^{iv}

Phone	Monthly Price	What's Included
Unlimited Local & Long Distance	\$24.95	<ul style="list-style-type: none"> – Unlimited local & long distance calls – Compatible with your existing phone – Keep your same number – 911 services for emergencies – Full feature set included – Reliability & call clarity you can count on
Features	<ul style="list-style-type: none"> – Anonymous Call Rejection – Call Block – Call Forward Always – Call Forward Busy Line – Call Forward Don't Answer – Call Forward Not Reachable – Call Forward Selective – Call Logs – Call Return – Call Waiting – Caller ID – Caller ID Delivery Blocking – Do Not Disturb – Find-Me/Follow-Me (Simultaneous) – Find-Me/Follow-Me (Sequential) – Speed Dial – 3-Way Calling – Voicemail – Voicemail to Email 	
Additional Services	Price per use	
International Calls	<u>Pricing Varies</u>	
Directory Assistance (411)	\$1	
Operator Assistance	\$1	
International Operator Assistance	\$6	
Optional Equipment Add-on	Price	
24-hour UPS (uninterruptible power supply)^v	\$200	

Phone – Residential Pricing^{iv} (continued)

Taxes, Fees & Other Charges	Charge/Description	
Port Number	\$5 one-time fee	Port Number is a one-time fee for keeping your current local telephone number when switching from one service provider to Pulse.
CO Telco. Relay Service	\$0.06/month/line	Recovery charge for Colorado’s Telecommunications Relay Service – service provides full telephone access to people who are deaf, hard of hearing, deaf-blind, or speech-disabled.
E911	\$0.70/month/line	Recovery charge for 911 services. Administered in accordance with Colorado Public Utilities Commission regulations. Paid to Larimer Emergency Telephone Authority (LETA).
Universal Service Fund	Changes Quarterly	Recovery charge for the FCC’s Federal Universal Service Fund (USF). Charge is calculated using a percentage equal to the FCC’s current USF contribution factor.
Subscriber Line Charge	\$1.50/month/line	The Subscriber Line Charge is a flat fee that allows Pulse to connect you to the network. Pulse recovers some of the costs of telephone lines connected to your home or business through this monthly charge which includes: North American Numbering Plan (NANPA) fee, Local Number Portability Administration (LNPA) fee, Federal Telecommunications Relay Service (TRS) fee, ITSP, Colorado High Cost Support Mechanism (HCSM), & other similar costs.



Simply put – everything you could want from your home phone in one package.

Installation/Service – Residential Pricing

Professional Install ^{vi}	Inside City Limits	Outside City Limits
Unwired	\$99.95	\$149.95
Wired	\$49.95	\$49.95



Installation costs waved for new customers!

Custom Install	During Initial Install	Post Initial Install
Additional Outlet	\$25	\$105
Additional Phone Jack	\$25	\$105
Additional Wall Fish	\$25	\$105

Service/Repair	Charge/Description
In-person Service Rate	\$80/hour
Unreturned/Damaged Equipment	Replacement Cost



Enjoy 24/7 local technical support.

Service Administration

Other Charges & Terms	Charge/Description	
Paperless Billing	Free	
Mailed Paper Bill	\$2/month	
Late Payment Fee ^{vii}	Greater amount of \$5 or 1.5%/month	
Service Reactivation Fee	\$35	
Seasonal Hold ^{viii}	Service Hold \$19.95/month	Service Reactivation \$29.95
Early Cancellation Fee ^{ix}	\$50	
Return Check Fee ^x	\$20	
Unauthorized Use/Tampering Fee	\$130	



No bill surprises! What you see is what you get.

Pulse Terms & Conditions

- i. **Pulse Residential Pricing:** Services are only available to residential customers. Applicable state, county and city sales taxes apply. Rates, charges, fees and applicable taxes are subject to change. All services and products listed are governed by Pulse Terms and Conditions posted at www.LovelandPulse.com/termsandconditions.
- ii. **Internet:** The internet speeds Pulse provides are not guaranteed, but reflect best effort.
- iii. **Professional Install Offer:** Limited time offer. Standard Professional Install starts at \$99.95 for customers inside city limits and \$149.95 for customers outside city limits.
- iv. **Phone Service:** A Pulse internet subscription is required to be eligible for phone service.
- v. **24 hour UPS:** Digital Voice Service requires electric power from the customer premises. In the event of a power outage, 911 calling may be interrupted if battery back-up is not installed, fails, or is exhausted. Further, telephone calls may not be completed in the event of problems with network facilities or other technical problems. Pulse may make available a battery backup in order to maintain the ability to make 911 calls during a power outage. Residential customers may, if they choose, utilize a battery backup for their Digital Voice Service. Supply and replacement of this battery is solely the customer's responsibility.
- vi. **Professional Install:** Additional custom charges for install items outside of a standard install may apply.
- vii. **Late Payment Fee:** All charges as shown on your bill within fifteen (15) days from the date of the bill. Failure to pay the total bill balance when due may result in a late fee equal to the greater amount of \$5.00 or 1.5% per month of the amount that is past due. The late fee charged is liquidated damages for the reasonable estimate of Pulse's costs resulting from late payments or nonpayment of bills.
- viii. **Seasonal Hold:** When your Service is on hold, Pulse provides 2 Mbps service. A seasonal hold is only available on internet service to existing residential customers in good standing after 12 months of consecutive service. 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 will start on the first day of the billing cycle. Service can be reactivated any day of the month and 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 two (2) business days to turn full service back on.
 - Scheduled return date – 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.
 - Account must remain in good standing during the vacation hold period. Good standing means you have complied with all explicit obligations.
- ix. **Early Cancellation Fee:** If Customer does not keep their service for at least 90 days after Pulse finalizes exterior and/or interior install, Pulse reserves the right to recover from Customer all costs associated with the cancellation. Cancellation costs include, but are not limited to, the number porting fee, off-net circuit contracts and penalties, Customer-specific hardware, survey and permit fees, internal and external installation costs, expediting fees, cancellation fees, and a minimum of one month of monthly recurring Service fees.
- x. **Return Check Fee:** Pulse may, in its sole discretion and according to applicable law, suspend or terminate your services and remove Pulse owned equipment from the premise if customer fails to pay the total bill balance when due.