

# Pulse Residential Pricing<sup>1</sup>

## Internet<sup>2,3</sup>

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



*Pulse's network equipment (the Optical Network Terminal, or 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
<b>Additional Beacon</b>	<b>\$25</b>	<b>\$25</b>	<b>\$5</b>

**Effective January 1, 2022**

 [LovelandPulse.com](http://LovelandPulse.com)

 970-541-4990

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## Voice<sup>3,4</sup>

Voice	Monthly Price	What's Included
<b>Unlimited Local &amp; Long Distance</b>	<b>\$24.95</b>	<ul style="list-style-type: none"> <li>– Unlimited local &amp; long distance calls</li> <li>– Compatible with your existing phone</li> <li>– Keep your same number</li> <li>– 911 services for emergencies</li> <li>– Full feature set included</li> <li>– Reliability &amp; call clarity you can count on</li> </ul>
<b>Features</b>	<ul style="list-style-type: none"> <li>– Anonymous Call Rejection</li> <li>– Call Block</li> <li>– Call Forward Always</li> <li>– Call Forward Busy Line</li> <li>– Call Forward Don't Answer</li> <li>– Call Forward Not Reachable</li> <li>– Call Forward Selective</li> <li>– Call Logs</li> <li>– Call Return</li> <li>– Call Waiting</li> </ul>	<ul style="list-style-type: none"> <li>– Caller ID</li> <li>– Caller ID Delivery Blocking</li> <li>– Do Not Disturb</li> <li>– Find-Me/Follow-Me (Simultaneous)</li> <li>– Find-Me/Follow-Me (Sequential)</li> <li>– Speed Dial</li> <li>– 3-Way Calling</li> <li>– Voicemail</li> <li>– Voicemail to Email</li> </ul>
Additional Services	Price per use	
<b>International Calls</b>	<i>Pricing Varies</i>	
<b>Directory Assistance (411)</b>	<b>\$1</b>	
<b>Operator Assistance</b>	<b>\$1</b>	
<b>International Operator Assistance</b>	<b>\$6</b>	
<b>Unpublished Number</b>	<b>\$5.50/month</b>	
<b>Unlisted Number</b>	<b>\$5.50/month</b>	
Optional Equipment Add-on	Price	
<b>24-hour UPS (uninterruptible power supply)<sup>5</sup></b>	<b>\$200</b>	

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## Voice<sup>3,4</sup> (continued)

Taxes, Fees & Other Charges	Charge/Description	
<b>Port Number</b>	<b>\$5 one-time fee</b>	Port Number is a one-time fee for keeping your current local telephone number when switching from one service provider to Pulse.
<b>CO Telco. Relay Service</b>	<b>\$0.06/month/line</b>	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.
<b>Colorado 911 Surcharge</b>	<b>\$0.09/month/line</b>	Recovery charge for State 911 services. Administered in accordance with Colorado Public Utilities Commission regulations. Paid to Public Utilities Commission.
<b>Colorado 988 Surcharge</b>	<b>\$0.18/month/line</b>	Recovery charge for State 988 Suicide Prevention Lifeline Network services. Administered in accordance with Colorado Public Utilities Commission regulations. Paid to Public Utilities Commission.
<b>E911</b>	<b>\$1.10/month/line</b>	Recovery charge for 911 services. Administered in accordance with Colorado Public Utilities Commission regulations. Paid to Larimer Emergency Telephone Authority (LETA).
<b>Universal Service Fund</b>	<b>Changes Quarterly</b>	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.
<b>Regulatory Cost Recovery Fee</b>	<b>\$1.50/month/line</b>	The Regulatory Cost Recovery Fee 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.

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## PulseTV<sup>3,4</sup>


PulseTV Plan	Monthly Price	What's Included
<b>Essentials</b>	<b>\$34.95</b>	<ul style="list-style-type: none"> <li>- 100 hours of Cloud DVR</li> <li>- 3 simultaneous streams</li> <li>- Free PulseTV app available for download</li> <li>- Professional installation fee waived</li> <li>- No long-term contracts</li> </ul>
<b>Favorites</b>	<b>\$85.95</b>	
<b>Premier</b>	<b>\$99.95</b>	

Premium Channel Packages	Monthly Price
<b>HBO</b>	<b>\$14.99</b>
<b>SHOWTIME</b>	<b>\$10.99</b>
<b>Cinemax</b>	<b>\$12.95</b>
<b>Sports</b>	<b>\$6.95</b>
<b>En Espanol</b>	<b>\$5.24</b>

Add-ons	Charge
<b>Streams</b>	<b>\$2.50/stream/month</b>
<b>Cloud DVR Hours - 50-Hour Block</b>	<b>\$5/block/month</b>
<b>Set-top Box</b>	<b>\$6/month</b>
<b>Amazon Fire TV Stick 4K</b>	<b>\$37.99 each</b>

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## PulseTV Taxes & Service Fees

Video Taxes & Service Fees	Monthly Charge	Description
<b>PEG Fee</b>	<b>\$0.50</b>	Public, educational and governmental (PEG) access channel fees are assessed by cable franchising authorities for costs associated with those local channels.
<b>Broadcast TV Fee</b>	<b>\$15.92</b>	This fee is a pass-through fee reflecting charges assessed to Pulse by the owners of local broadcast or local "network-affiliated" TV stations like ABC, NBC and CBS. While broadcast stations distribute their signals over the air using free spectrum granted to them by the federal government, they charge Pulse significant amounts to carry their TV signals. The Broadcast TV Fee is not included as a part of our pricing and may increase due to the escalating fees charged by the networks. You will receive advance notice before an increase takes effect.
<b>Regional Sports Fee</b>	<b>\$9.31</b>	This fee is based on our cost of providing regional sports networks in our channel lineup. The Regional Sports Fee is not included as a part of our pricing and may increase due to the escalating fees charged by the sports networks. You will receive advance notice before an increase takes effect.
<b>Franchise Fee</b>	<b>5%</b>	Franchise fees are paid to local governments as compensation for utility companies use of the public rights-of-way and easements. The Federal Cable Act authorizes cable operators to collect from customers the full amount of franchise fees paid to local governments.

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## Installation/Service

Professional Install <sup>6</sup>	Inside City Limits	Outside City Limits
Unwired	\$99.95	\$149.95
Wired	\$49.95	\$49.95



Installation costs waived 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 (Minimum of one (1) hour)	\$80/hour
Unreturned/Damaged Equipment	Replacement Cost



Enjoy 24/7 local technical support.

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## Service Administration

Other Charges & Terms	Charge/Description	
Paperless Billing	Free	
Mailed Paper Bill	\$2/month	
Late Payment Fee <sup>7</sup>	Greater amount of \$5 or 1.5%/month	
Service Reactivation Fee	\$35	
Seasonal Hold <sup>8</sup>	Service Hold \$19.95/month	Service Reactivation \$29.95
Early Cancellation Fee <sup>9</sup>	\$50	
Return Check Fee <sup>10</sup>	\$20	
Unauthorized Use/Tampering Fee	\$130	



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

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## See Pulse Terms & Conditions at [www.LovelandPulse.com/TermsAndConditions](http://www.LovelandPulse.com/TermsAndConditions)

- 1. Pulse Residential Pricing:** Services are only available to residential customers. Applicable fees and taxes may apply and may be additional to these rates. 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](http://www.LovelandPulse.com/TermsAndConditions).
- 2. Internet:** The internet speeds Pulse provides are not guaranteed, but reflect best effort.
- 3. 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.
- 4. Voice & PulseTV Service:** A Pulse internet subscription is required to be eligible for Voice and/or PulseTV service.
- 5. 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.
- 6. Professional Install:** Additional custom charges for install items outside of a standard install may apply.
- 7. 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.
- 8. 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.

- 9. 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.
- 10. 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.

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