



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



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

Internet	Monthly Price	What's Included
<b>Starter – 100 Mbps</b> <i>"Core Connections"</i>	<b>\$49.95</b> 100 Mbps upload & download	<ul style="list-style-type: none"><li>– Base WiFi included</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 technical support</li><li>– Local customer service</li><li>– No surprise charges</li><li>– Free professional installation<sup>3</sup></li></ul>
<b>Connect – 250 Mbps</b> <i>"Casual Clickers"</i>	<b>\$59.95</b> 250 Mbps upload & download	
<b>My Gig – 1 Gig</b> <i>"Savvy Streamers"</i>	<b>\$74.95</b> 1 Gbps (1,000 Mbps) upload & download	
<b>Ultimate – 3 Gigs</b> <i>"Performance Pros"</i>	<b>\$149.95</b> 3 Gbps (3,000 Mbps) upload & download	
<b>Pro – 10 Gigs</b> <i>"Network Nobility"</i>	<b>\$199.95</b> 10 Gbps (10,000 Mbps) upload & download	

Add Adaptive WiFi+ for a 2X speed boost, whole-home coverage, enhanced security, parental controls, and more!



## Adaptive WiFi+<sup>3,4,5</sup>

	Monthly Price	What's Included
<b>Adaptive WiFi+</b> Available with Connect and My Gig	\$25	<b>Internet speed boost</b> (varies by package): <ul style="list-style-type: none"> <li>– Connect: 250 Mbps boost for 500 Mbps total</li> <li>– My Gig: 1 Gig boost for 2 Gigs total</li> </ul> <b>Plume Home™</b> <ul style="list-style-type: none"> <li>– Whole-home WiFi coverage</li> <li>– Home and device security</li> <li>– Parental controls</li> </ul> <b>Free professional installation<sup>3</sup></b> <b>Tivo+</b> <ul style="list-style-type: none"> <li>– Over 50 channels of streaming content</li> </ul>
<b>Features</b>	<ul style="list-style-type: none"> <li>– Intelligent AI-driven WiFi</li> <li>– Extended coverage</li> <li>– Optimized performance</li> <li>– Parental Controls               <ul style="list-style-type: none"> <li>- schedule timeouts</li> <li>- content filters</li> <li>- prioritize work-from-home data</li> </ul> </li> <li>– Smart home and IoT device protection</li> <li>– Prioritize security devices</li> <li>– Safe from malware, spam, and cyber threats</li> <li>– Free PulseTV app available to enjoy TiVo+</li> </ul>	

Adaptive WiFi+ Add-on	Monthly Price
<b>Additional SuperPods</b>	<b>\$5.95 each</b>



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

PulseTV Plan	Monthly Price	What's Included
<b>Essentials</b>	<b>\$69.00</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>\$139.00</b>	
<b>Premier</b>	<b>\$160.00</b>	

Premium Channel Packages	Monthly Price
<b>HBO + HBO Max</b>	<b>\$18.49</b>
<b>SHOWTIME</b>	<b>\$10.99</b>
<b>Cinemax</b>	<b>\$12.95</b>
<b>STARZ Plex Superpack</b>	<b>\$9.99</b>
<b>Sports</b>	<b>\$6.95</b>
<b>En Español</b>	<b>\$5.24</b>

<b>BroadbandTV</b>	<b>\$12.95/month</b>
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## PulseTV<sup>3,4</sup> (continued)

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>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.

PulseTV Add-ons	Price
<b>Streams</b>	<b>\$2.50/stream/month</b>
<b>Cloud DVR Hours (50-Hour Blocks)</b>	<b>\$5/block/month</b>
<b>Set-top Box</b>	<b>\$6/month</b>
<b>Amazon Fire TV Stick 4K</b>	<b>\$39.99 each</b>



Enjoy local customer service and 24/7 technical support.



Voice	Monthly Price	What's Included
Unlimited Local & Long Distance (1 <sup>st</sup> line)	\$24.95	<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>
Additional Lines	\$15 per line	
Features	<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><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	
International Calls	<a href="#">Pricing Varies</a>	
Directory Assistance (411)	\$1	
Operator Assistance	\$1	
International Operator Assistance	\$6	
Unpublished Number	\$5.50/month	
Unlisted Number	\$5.50/month	
Optional Equipment Add-on	Price	
24-Hour UPS (Uninterruptible Power Supply) <sup>6</sup>	\$200 one-time fee	

## 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>Colorado Telephone Disability Access Surcharge (TDAS)</b>	<b>\$0.06/month/line</b>	Recovery charge for the Telephone Disability Access Surcharge (TDAS) Funds relay services that provide telephone access for individuals who are deaf, hard of hearing, deafblind, or speech-disabled. TDAS was formerly Telecommunications Relay Service (TRS).
<b>Colorado 911 Surcharge</b>	<b>\$0.16/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>\$0.30/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>\$2.12/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, & other similar costs.
<b>Colorado High Cost Support Mechanism (HCSM)</b>	<b>Percentage based on Colorado PUC</b>	Recovery charge for Colorado's High Cost Support Mechanism (HCSM). Administered in accordance with Colorado Public Utilities Commission regulations. Paid to the Colorado Public Utilities Commission.

## Installation/Service<sup>3,7</sup>

Professional Install <sup>3</sup>	
Internet - Unwired	\$99.95
Internet - Wired	\$49.95
Adaptive WiFi+	\$50
Custom Install <sup>7</sup>	Post Initial Install
Additional Outlet	\$105
Additional Phone Jack	\$105
Additional Wall Fish	\$105
Service/Repair	Charge/Description
In-person Service Rate (Minimum of one (1) hour)	\$80/hour
Unreturned/Damaged Equipment	Replacement Cost

## Service Administration

Other Charges & Terms	Charge/Description
Paperless Billing	Free
Mailed Paper Bill	\$3.00/month
Service Reactivation Fee	\$35
Seasonal Hold <sup>8</sup>	\$19.95/month
Early Cancellation Fee <sup>9</sup>	\$50
Return Check Fee	\$20
Unauthorized Use/Tampering Fee	\$130



# Notes

1. **Pulse Residential Pricing:** Pricing applicable for residential services only. 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.PulseFiber.org/TermsAndConditions](http://www.PulseFiber.org/TermsAndConditions).

2. **Internet:** The internet speeds Pulse provides are not guaranteed, but reflect best effort. Actual speeds will vary depending on end-user equipment and other factors.

The Pro internet package includes speeds up to 10 Gigs (10 Gbps).

3. **Free Professional Install Offer:** Installation fees are waived for new customers. Limited time offer. Standard Professional Install for internet starts at \$99.95. Adaptive WiFi+ Install starts at \$50.00.

4. **Adaptive WiFi+, Voice, and PulseTV:** A Pulse internet subscription is required to be eligible for Adaptive WiFi+, Voice, and/or PulseTV service.

5. **Adaptive WiFi+:** Pulse's Adaptive WiFi+ subscription includes up to two (2) SuperPods with WiFi 6 or WiFi 6E, HomePass powered by Plume, Internet Speed Boost (amount of boost varies by internet service), and TiVo+. Adaptive WiFi+ is available to purchase with select internet services.

Adaptive WiFi+ is based on the functionality offered by the internet service provided by Pulse together with the cloud-based service provided by Plume Design Inc. As a Plume Partner, Pulse provides you with a Plume membership subscription, which is required to use the Plume Cloud Services, subject to these terms of reference. By using the Service, you accept these terms of reference and those relating to Plume Membership, which are available through the link on the Plume App or else directly from the Plume website at [www.plume.com/legal/homepass-service-terms](http://www.plume.com/legal/homepass-service-terms).

The SuperPods remain the property of Pulse and must be returned to Pulse on termination of the service for whatever reason. If the SuperPods are not returned or are found to be damaged when returned, Pulse will charge you the cost of replacement for each SuperPod concerned per Pulse's Terms and Conditions. Pulse's Terms and Conditions are available at [www.PulseFiber.org/TermsAndConditions](http://www.PulseFiber.org/TermsAndConditions).

TiVo may change content lineups within TiVo+ in its sole discretion (i.e. add or remove content). TiVo+ content may be accessed through the Loveland PulseTV app (free download available at Amazon Appstore, Apple App Store, and Google Play) or at [tv.lovelandpulse.com](http://tv.lovelandpulse.com).

6. **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.

7. **Custom Install:** Additional charges for custom items outside of a standard install may apply.





## Notes (continued)

- 8. Seasonal Hold:** Seasonal Hold applies to data service only. When your Service is on hold, Pulse provides 3 Mbps 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. Service can be reactivated any day of the month and service fees for a partial month are prorated. You will be billed the prorated monthly fees at the time of reactivation.

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.

**See Pulse Terms & Conditions at**  
**[www.PulseFiber.org/TermsAndConditions](http://www.PulseFiber.org/TermsAndConditions)**