



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



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

Internet	Monthly Price	What's Included
<b>Starter – 100 Mbps</b>	<b>\$44.95</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 local technical support</li><li>– No surprise charges</li><li>– Free professional installation<sup>3</sup></li></ul>
<b>Connect – 350 Mbps</b>	<b>\$64.95</b> 350 Mbps upload & download	
<b>My Gig – 1 Gig</b>	<b>\$74.95</b> 1 Gbps (1,000 Mbps) upload & download	
<b>Ultimate – 3 Gigs</b>	<b>\$149.95</b> 3 Gbps (3,000 Mbps) upload & download	
<b>Pro – 10 Gigs</b>	<b>\$199.95</b> 10 Gbps (10,000 Mbps) upload & download	

Add Adaptive WiFi+ to any internet package for a considerable speed boost, whole-home coverage, enhanced protection, and more!



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

	Monthly Price	What's Included
<p><b>Adaptive WiFi+</b> Available with Starter, Connect, My Gig</p>	<p><b>\$25</b></p>	<p><b>Internet speed boost</b> (varies by package):</p> <ul style="list-style-type: none"> <li>– Starter: 150 Mbps boost for 250 Mbps total</li> <li>– Connect: 150 Mbps boost for 500 Mbps total</li> <li>– My Gig: 1 Gig boost for 2 Gigs total</li> </ul> <p><b>HomePass</b></p> <ul style="list-style-type: none"> <li>– Whole-home WiFi coverage</li> <li>– Intuitive app that acts as a command center that controls your home network and all connected devices</li> <li>– Includes 2 WiFi 6 SuperPods (WiFi 6E SuperPods are included with My Gig subscriptions.)</li> </ul> <p><b>Free professional installation<sup>3</sup></b></p> <p><b>Tivo+</b></p> <ul style="list-style-type: none"> <li>– Over 55 channels of streaming content</li> </ul>
<p><b>Features</b></p>	<ul style="list-style-type: none"> <li>– Self-optimizing WiFi</li> <li>– Mesh coverage – no “dead spots”</li> <li>– Enhanced digital security</li> <li>– HomePass app provides               <ul style="list-style-type: none"> <li>- parental controls</li> <li>- monitoring of connected devices</li> <li>- tools to personalize network and set access and guest control</li> <li>- home network and motion monitoring</li> <li>- intelligent distribution of bandwidth across devices</li> </ul> </li> <li>– Free PulseTV app available to enjoy TiVo+</li> </ul>	

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

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

PulseTV Plan	Monthly Price	What's Included
<b>Essentials</b>	<b>\$37.95</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>\$94.95</b>	
<b>Premier</b>	<b>\$112.95</b>	

Premium Channel Packages	Monthly Price
<b>HBO + HBO Max</b>	<b>\$15.99</b>
<b>SHOWTIME</b>	<b>\$10.99</b>
<b>Cinemax</b>	<b>\$12.95</b>
<b>STARZ Plex Superpack</b>	<b>\$8.99</b>
<b>Sports</b>	<b>\$6.95</b>
<b>En Espanol</b>	<b>\$5.24</b>

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 Max</b>	<b>\$39.99 each</b>



## 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>Broadcast TV Fee</b>	<b>\$21.29</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<sup>6</sup></b>	<b>\$9.01</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. Does not apply to Essential TV package.
<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.



Enjoy 24/7 local technical support.

Voice	Monthly Price	What's Included
<b>Unlimited Local &amp; Long Distance (1<sup>st</sup> line)</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>Additional Lines</b>	<b>\$15 per line</b>	
<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> <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>	
<b>Additional Services</b>	<b>Price per use</b>	
<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>	
<b>Optional Equipment Add-on</b>	<b>Price</b>	
<b>24-Hour UPS (Uninterruptible Power Supply)<sup>7</sup></b>	<b>\$200 one-time fee</b>	



## 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>\$0.03/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>\$0.14/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, & 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>3,8</sup>

Professional Install <sup>3</sup>	
Internet - Unwired	\$99.95
Internet - Wired	\$49.95
Adaptive WiFi+	\$50
Custom Install <sup>8</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	\$2.50/month	
Late Payment Fee <sup>9</sup>	Greater amount of \$5 or 1.5%/month	
Service Reactivation Fee	\$35	
Seasonal Hold <sup>10</sup>	Service Hold \$19.95/month	Service Reactivation \$29.95
Early Cancellation Fee <sup>11</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 two (2) SuperPods with WiFi 6, HomePass powered by Plume, Internet Speed Boost (varies by internet service), and TiVo+. Adaptive WiFi+ is available to purchase with select internet services.

WiFi 6E SuperPods only available with My Gig internet service.

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. **Regional Sports Fee:** Regional Sports Fee does not apply to the Essentials TV package.

7. **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.

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



## Notes (continued)

- 9. Late Payment Fee:** 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.
- 10. 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.
- 11. 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)**