

Last modified: October 19, 2017

This Residential Fee Schedule describes certain fees associated with the Internet, Phone, or other Services that Subscribers ("you") may purchase from Tekify, LLC or its affiliates ("Tekify"). Any purchase and use of the Tekify Services described below are governed by the Tekify Terms of Service. Any terms that are capitalized below but not defined in this document have the same meanings specified in the Tekify Terms of Service.

## Equipment Replacement Fees

Your Tekify Service comes with certain equipment, including a fiber optic modem as well as some combination of devices that allow you to create your WiFi network or access the Internet (e.g., a Managed Router) or operate your phone service if you have Tekify Phone Service (e.g., the Phone Box). The specific equipment you receive will depend on your Service plan and installation requirements, and will be disclosed to you during signup, and will also be shown in your Tekify account.

Regardless of your Service plan, you will be required to pay the applicable Replacement Fee if you lose or damage any of the equipment listed below.

Unless we notify you via e-mail:

- If you cancel all of your Services, you must return all of the equipment provided to you (except the fiber optic wall outlet, outside wiring, and inside wiring) in working condition and with all accessories such as power cables, antennas, and remote controls. Please do not remove the fiber wall outlet, outside wiring, or inside wiring.
- You must return your Phone Box if you cancel the Tekify Phone Service.
- If you do not return the applicable equipment in good working order within fifteen (15) days after the applicable Service is terminated, you will be responsible for the applicable Replacement Fee(s) below.

Equipment	Replacement Fee
Fiber Optic Modem	\$75
Managed Router (HAP AC)	\$200
Managed Router (HAP AC Lite)	\$100
Managed Router (HAP Lite)	\$50
Phone Box	\$90
Power Adapter	\$30

## Service Deposits

We sometimes charge a deposit (usually \$10) when you sign up for Services. We will only do so if we disclose the deposit to you when you sign up. If we do charge you a deposit, we will credit your deposit towards any fees (other than the deposit) billed in connection with the Services.

Service deposits are non-refundable except in the following circumstances:

- Your address does not qualify for the Services.
- Your address qualifies for the Services and we do not connect your address to the Tekify network.
- You cancel your registration before installation.
- Construction Fee

Depending on when you subscribed to Tekify, you may be responsible for a construction fee. The fee, if applicable, would have been disclosed to you during your online sign-up process.

If you signed up and are subject to a construction fee (which would have been disclosed to you during sign-up), some or all of your construction fee may be waived if you purchased that Service with an agreement to use the service for at least one year. If you cancel that Service or change your plan during the first year, you may be required to pay a portion of the \$300 construction fee (pro-rated based on the number of months remaining in the first year of Service).

In certain circumstances, you may be subject to additional fees, which will be explained to you before you schedule your installation.

## Billing/Subscription Related Fees

In most instances, we will charge a fees for select events that occur on your account, including service activations, reconnections, late payments, and processing paper check payments.

Event	Fee
Internet Service Activation	\$25
Phone Service Activation	\$25
Paper Check Processing Fee	\$5
Non-Sufficient Funds Fee	\$30
Paper Bill Mailing Fee	\$5
Late Fee	5% after 15 days

**Customer Support**

As part of the Services, Tekify provides customer support through the following channels: Telephone at 1-510-266-5800, and Email at [support@tekify.com](mailto:support@tekify.com).