

# ELPASOTEL® Internet Services Pricing<sup>1</sup>

Category <sup>2</sup>	Description <sup>2</sup>	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>ELPASOTEL® INTERNET SERVICES<sup>3</sup></b>			
ELPASOTEL® Net Pro™ 1.5Mbps <sup>5</sup>	Connection speeds up to 1.5Mbps downstream/up to 1Mbps upstream	\$39.99	See below
ELPASOTEL® Net Pro™ 7Mbps <sup>5</sup>	Connection speeds up to 7Mbps downstream/up to 1Mbps upstream <sup>4</sup>	\$49.99	See below
ELPASOTEL® Net Pro™ 12Mbps <sup>5</sup>	Connection speeds up to 12Mbps downstream/up to 1Mbps upstream <sup>4</sup>	\$59.99	See below
ELPASOTEL® Net Pro™ 20Mbps <sup>5</sup>	Connection speeds up to 20Mbps downstream/up to 1Mbps upstream <sup>6</sup>	\$69.99	See below
ELPASOTEL® Net Pro™ 1.5Mbps (no voice line required)	Connection speeds up to 1.5Mbps downstream/up to 1Mbps upstream	\$49.99	See below
ELPASOTEL® Net Pro™ 7Mbps (no voice line required)	Connection speeds up to 7Mbps downstream/up to 1Mbps upstream <sup>4</sup>	\$59.99	See below
ELPASOTEL® Net Pro™ 12Mbps (no voice line required)	Connection speeds up to 12Mbps downstream/up to 1Mbps upstream <sup>4</sup>	\$69.99	See below
ELPASOTEL® Net Pro™ 20Mbps (no voice line required)	Connection speeds up to 20Mbps downstream/up to 1Mbps upstream <sup>6</sup>	\$79.99	See below
<b>ELPASOTEL® INTERNET SERVICES - WIRELESS BROADBAND<sup>7</sup></b>			
ELPASOTEL® Wireless Broadband 1.5Mbps (no voice line required)	Connection speeds up to 1.5Mbps downstream/up to 1.5Mbps upstream	\$49.99	See below
ELPASOTEL® Wireless Broadband 5Mbps (no voice line required)	Connection speeds up to 5Mbps downstream/up to 2Mbps upstream	\$59.99	See below
ELPASOTEL® Wireless Broadband 1.5Mbps (with voice line) <sup>5</sup>	Connection speeds up to 1.5Mbps downstream/up to 1.5Mbps upstream	\$39.99	See below
ELPASOTEL® Wireless Broadband 5Mbps (with voice line) <sup>5</sup>	Connection speeds up to 5Mbps downstream/up to 2Mbps upstream	\$49.99	See below

<sup>1</sup> Standard pricing. Promotional offers may be available; ask for details. Prices/package components subject to change. Other charges may apply and will be disclosed to you prior to being incurred. Rates do not include taxes, surcharges, and other fees. Service not available in all areas. Actual speeds vary depending on a variety of factors. EIPasoTel does not support all operating systems. EIPasoTel reserves the right to discontinue support for any operating system, its features and/or functionality at any time and for any reason without notice to you, including, but not limited to, operating systems the manufacturer no longer supports. Other restrictions may apply. All trademarks are owned by EIPasoTel.

<sup>2</sup> Connection speeds are based on sync rates. Download and upload speeds may be up to 15% lower due to network requirements and may vary for reasons such as customer location, Web sites accessed, Internet congestion and customer equipment.

<sup>3</sup> ELPASOTEL® Internet Service is only available over an El Paso County Telephone Company telephone line and is subject to distance limitations. Services are not available in all areas. Resale of ELPASOTEL® Internet Service and DSL/Wireless Broadband is strictly prohibited.

<sup>4</sup> 7 and 12 Mbps speed tiers are available only at select locations. Please contact EIPasoTel for details.

<sup>5</sup> Price when packaged with El Paso County Telephone Company telephone service.

<sup>6</sup> 20 Mbps speed tier is available only at Schriever Airforce Base. Please contact EIPasoTel for details.

<sup>7</sup> 6-month minimum service term applies for Wireless Broadband Service. Early termination charges apply as set forth below.

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Category	Description	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>EQUIPMENT</b>			
Standard Net Modem	Standard high-speed Internet modem	N/A	\$69.95
Wireless Net Modem <sup>7</sup>	Internet modem with wireless capability	N/A	\$99.95
Wireless USB Adaptor <sup>7</sup>	USB adaptor for desktop computers	N/A	\$15.00
Wireless Broadband Equipment <sup>7</sup>	Subscriber Module (dish) & broadband router	N/A	\$100.00
Wireless Module <sup>7</sup>	Module for standard modem (provides wireless capacity)	N/A	\$30.00
<b>OPTIONAL FEATURES</b>			
Additional E-mail Address	Additional e-mail address (beyond 5) for Net and Wireless Broadband accounts	\$2.00	\$9.99
E-Mail Only Account (up to 5 e-mail addresses)	Web-based e-mail account (does not require ELPASOTEL® Net or Wireless Broadband Account)	\$9.95	\$9.99
Static IP	1 (for modem)	\$5.95	\$25.00
Static IP	5 (5 usable)	\$14.95	\$50.00
<b>Maintenance Plans Residential<sup>8</sup></b>			
Charge Guard® Residential	On-site trouble shooting, repair and technician visit	\$5.00	N/A
Charge Guard® + Inside Wire Maintenance	On-site trouble shooting, repair and technician visit + Inside wiring time and material (if problem is with voice line, a trip charge will be billed)	\$5.50	N/A
Charge Guard® + Premier Maintenance	On-site trouble shooting, repair and technician visit for both Internet and Phone Services	\$6.50	N/A
<b>Maintenance Plans Business<sup>8</sup></b>			
Charge Guard® Business	On-site trouble shooting, repair and technician visit	\$5.00	N/A
Charge Guard® + Inside Wire Maintenance	On-site trouble shooting, repair and technician visit + Inside wiring time and material (if problem is with voice line, a trip charge will be billed)	\$5.50	N/A
Charge Guard® + Premier Maintenance	On-site trouble shooting, repair and technician visit for both Internet and Phone Services	\$6.50	N/A

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<sup>7</sup> 6-month minimum service term applies for Wireless Broadband Service. Early termination charges apply as set forth below.

<sup>8</sup> Plan does not cover repair or replacement of USB connections, Ethernet or the cable connecting the modem to the telephone jack, or repair or replacement of your computer or DSL modems and other DSL-related equipment (whether EIPasoTel-certified or not). Additional terms and conditions apply. Please refer to the Service Agreement Terms and Conditions for all details and exclusions at <http://www.elpasotel.com/legal.html>.

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Category	Description	Monthly Recurring Charge (MRC)	Non-Recurring Charge (NRC)
<b>OTHER CHARGES</b>			
Activation	Initial Internet Service set up charge	N/A	\$99.00
Early Termination Charge	Charge for terminating Wireless Broadband service before end of 6 month minimum service term. See footnote 7 in this Rate Card and the ELPASOTEL Online® Wireless Broadband Equipment – Reduced Price Offer Terms and Conditions for details.	N/A	1 <sup>st</sup> month* - \$250 2 <sup>nd</sup> month* - \$212.50 3 <sup>rd</sup> month* - \$170.00 4 <sup>th</sup> month* - \$127.50 5 <sup>th</sup> month* - \$85.00 6 <sup>th</sup> month* - \$42.50  * Based on month in minimum service term when terminated.
Maintenance of Service	Charge for EIPasoTel trouble shooting if the trouble is not found in EIPasoTel facilities or EIPasoTel equipment or is found in customer equipment/systems.	N/A	\$50.00 per technician visit
Re-connection of Internet Service	Reconnect ELPASOTEL® Net Pro or Wireless Broadband service following customer-requested account suspension for vacation. Reconnection must occur within 90 days of suspension. Otherwise full reinstallation charges apply.	N/A	\$25.00
Restoral of Internet Service	Restoration of ELPASOTEL® Net Pro or Wireless Broadband service previously disconnected for non-payment. Request for restoration must be submitted within 30 days of disconnection. Otherwise full reinstallation charges apply. Restoration will only be allowed by the express approval of EIPasoTel.	N/A	\$25.00
Speed Change Charge	Charge for downgrading speed. Speed Change Charge does not apply to speed upgrades.	N/A	\$10.00
Time and Materials	Maintenance, repair, trouble isolation, and support services	N/A	Charges may be per technician visit, may vary depending on when services are performed (e.g., time of day and weekday, holiday or weekend), and may include a minimum charge regardless of actual number of hours worked.

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### ELPASOTEL® INTERNET GRANDFATHERED SERVICES

The following Services are available only to grandfathered customers (i.e., customers who purchased these services on or before August 1, 2009). If you have a grandfathered ELPASOTEL Internet Service, and request a change to your service, you will be required to move from the grandfathered Service to a currently available ELPASOTEL Internet product.

#### ELPASOTEL® Internet Grandfathered Services

Dial Up Internet Service	Internet access via phone line dialing into local number.	\$17.95	N/A
256 Kb Value Net™ DSL	Connection speeds up to 256Kbps downstream/up to 256Kbps upstream	\$29.99	N/A
640 Kb Value Net™ DSL	Connection speeds up to 640Kbps downstream/up to 256Kbps upstream	\$44.99	N/A
640 Kb Net™ Pro DSL	Connection speeds up to 640Kbps downstream/up to 640Kbps upstream	\$59.99	N/A
256 Kb Value Net™ DSL (no voice line required )	Connection speeds up to 256Kbps downstream/up to 256Kbps upstream	\$34.99	N/A
640 Kb Value Net™ DSL (no voice line required )	Connection speeds up to 640Kbps downstream/up to 256Kbps upstream	\$49.99	N/A
640 Kb Net™ Pro DSL (no voice line required )	Connection speeds up to 640Kbps downstream/up to 640Kbps upstream	\$64.99	N/A

#### ELPASOTEL® Internet Services - Wireless Broadband Grandfathered Services

312 Kb Wireless Broadband		\$34.99	N/A
1 Mb Wireless Broadband		\$79.99	N/A
3 Mb Wireless Broadband		\$129.99	N/A
312 Kb Wireless Broadband (no voice line required)		\$39.99	N/A
1 Mb Wireless Broadband (no voice line required)		\$84.99	N/A
3 Mb Wireless Broadband (no voice line required)		\$134.99	N/A

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