

SERVICE FEES

SERVICE RESTART FEE	\$10.00
CHANGE OF SERVICE	\$10.00
EASY CONNECT SHIPPING FEE	\$10.00
EASY CONNECT RESCUE FEE	\$35.00
WHOLE-HOME TUNE -UP	\$150.00

TRIP FEE \$50.00

THIS FEE IS APPLICABLE WHEN ADDING AND/OR RELOCATING AN OUTLET, DELIVERING AND/OR PICKING-UP EQUIPMENT, AS WELL AS ANY NON-BUCKEYE ISSUE RESULTING IN A SERVICE CALL.

THIS CHARGE WILL BE WAIVED IF TECHNICIAN DETERMINES THE PROBLEM IS A RESULT OF BUCKEYE SERVICE/EQUIPMENT. AVAILABLE AT LOBBY LOCATIONS:

ITEM	RETAIL
UNIVERSAL REMOTE	\$10.00
PACE IR RECEIVERS	\$10.00
15 ft. RF EXTENSION CABLES	\$15.00
OPTICAL AUDIO SPDIF	\$25.00
RF MODULATOR	\$25.00
12 ft. HDMI CABLE	\$20.00

- PAYMENT OF INSTALLATION CHARGES PLUS THE FIRST MONTH OF SERVICE AND PICTURE ID IS REQUIRED FOR ALL NEW SUBSCRIBERS OF BUCKEYE BROADBAND AT THE TIME OF INSTALLATION.
- 20% DISCOUNT ON INSTALLATION CHARGES FOR GOLDEN BUCKEYE CARD HOLDERS.
- IN MOST AREAS, A FRANCHISE FEE IS CHARGED FOR CUSTOMER CABLE SERVICES, EQUIPMENT RENTAL, AND INSTALLATION CHARGES. STATE SALES TAX IS CHARGED FOR CABLE EQUIPMENT IN THE HOME.
- A MAILED PRINTED STATEMENT IS AVAILABLE FOR A \$2 MONTHLY FEE.
- FEE FOR A RETURNED CHECK IS \$35.00.
- A \$19.00 LATE FEE IS ASSESSED EACH MONTH FOR PAYMENTS NOT RECEIVED BY THE DUE DATE NOTED ON YOUR BILL.
- AN FCC REGULATORY FEE OF .08 PER MONTH IS MANDATED BY THE FCC.



419.627.0800
buckeyebroadband.com

This document includes information and rates in effect on the publication date. Subject to change without notice.

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BUCKEYE BROADBAND

RESIDENTIAL RATES ERIE COUNTY

EXPRESS HIGH-SPEED/BROADBAND INTERNET

	DOWNLOAD	UPLOAD	DATA PLAN	MONTHLY
STARTER	10 MBPS	1 MBPS	10 GB	\$21.99
ESSENTIAL	50 MBPS	3 MBPS	250 GB	\$59.99
ULTIMATE	200 MBPS	5 MBPS	250 GB	\$79.99
GIG	1000 MBPS	10 MBPS	UNLIMITED	\$299.99

ULTIMATE AND GIG PLANS ARE ONLY AVAILABLE IN CERTAIN AREAS.

ADDITIONAL 150 GB OF DATA (PRE-PURCHASED)	\$15.00/EA
DATA OVERAGE FEE (50 GB DATA)	\$15.00/EA
DOUBLE UPLOAD	\$20.00

CAN BE ADDED TO ANY 50 MBPS PLAN AND HIGHER.

INTERNET EQUIPMENT FEE \$10.00
APPLIES TO BUCKEYE BROADBAND MODEMS USED TO ACCESS THE INTERNET. ONLY ONE FEE PER HOME MAY APPLY. EXCLUDES GIG SPEED PLAN.

STATIC IP ADDRESS	\$20.00
UNLIMITED DATA	\$30.00

CAN BE ADDED TO ANY INTERNET SPEED, INTERNET EQUIPMENT FEE IS APPLICABLE OR CUSTOMER MAY PURCHASE THEIR OWN MODEM.

PREPAID HIGH-SPEED INTERNET (NYMBLE)

STARTER KIT (REQUIRED) INCLUDES MODEM AND FIRST 50 GB OF DATA	\$49.95
ADDITIONAL DATA:	
(50 GB DATA/90 DAYS)	\$15.95
(250 GB DATA/90 DAYS)	\$49.95

SPEEDS ARE 10 MBPS DOWN AND 2 MBPS UP. STARTER KITS ARE AVAILABLE AT RETAIL LOCATIONS AND ONLINE. MODEM IS WIFI COMPATIBLE. ADDITIONAL DATA CAN BE PURCHASED ONLINE AT NYMBLE.COM USING ANY TYPE OF CREDIT CARD. DATA PURCHASED IS GOOD UP TO 90 DAYS FROM ACTIVATION. FOR ADDITIONAL TERMS, RATE INFORMATION AND RESTRICTIONS VISIT NYMBLE.COM OR CALL 1-844-4NYMBLE.

CABLE TELEVISION

	MONTHLY
CATV BASIC (LOCAL 30+)	\$29.99
INCLUDES BROADCAST RETRANSMISSION FEE OF \$6.54	
STANDARD SERVICE (POPULAR STANDARD)	\$93.99
INCLUDES: CATV BASIC AND EXPANDED (EXPANDED NOT AVAILABLE SEPARATELY)	
DIGITAL BASIC PAK*	\$15.00
HD PLUS PAK* (HD CONVERTER REQUIRED)	\$8.75
DIGITAL PLUS PAK*	\$3.99
ALMA LATINA PAK*	\$4.95

*REQUIRES CATV BASIC AND A CONVERTER

CABLE TV EQUIPMENT OPTIONS

	MONTHLY
CABLECARD RENTAL	\$3.35
HD DTA, REMOTE RENTAL (HD DIGITAL TRANSPORT ADAPTER)	\$1.95
(FIRST 1 AT NO CHARGE)	
DIGITAL CONVERTER, REMOTE RENTAL†	\$6.95
HD CONVERTER, REMOTE RENTAL†	\$11.95
HD DVR CONVERTER, REMOTE RENTAL†	\$16.95
EXPRESS TV POWERED BY TIVO - WHOLE-HOME DVR†	\$18.00
INCLUDES ONE TV CONNECTION	
BUCKEYE MEDIA GATEWAY - WHOLE-HOME DVR†	\$18.00
INCLUDES ONE TV CONNECTION	
MEDIA PLAYERS	
(USED TO CONNECT ADDITIONAL TVS TO WHOLE-HOME DVR SERVICE)	\$6.00
GUIDE NAVIGATOR SERVICE	\$1.50
INCLUDES STINGRAY AND MLB NETWORK	

†REQUIRES GUIDE NAVIGATOR SERVICE, 1 PER HOME ONLY

ON DEMAND/PPV

TOO MUCH FOR TV	MONTHLY
MOVIES OR ADULT PER TITLE	\$14.99
SPORTS PACKAGES	PRICES VARY
MLB EXTRA INNINGS	PRICES VARY
PAY PER VIEW EVENTS	PRICES VARY

PREMIUM ENTERTAINMENT

EPIX	MONTHLY
HBO	\$5.00
CINEMAX	\$20.00
HBO/CINEMAX	\$17.50
FLIX	\$30.00
SHOWTIME/THE MOVIE CHANNEL (TMC)	\$3.49
SHOWTIME/FLIX/EPIX	\$10.00
TMC/FLIX/EPIX	\$15.00
SHOWTIME/TMC/FLIX/EPIX	\$15.00
STARZ	\$17.95
STARZ ENCORE MOVIE PAK	\$10.99
INDIEPLEX/RETROPLEX	\$6.95
STARZ ENCORE SUPERPAK	\$1.00
INCLUDES: STARZ/STARZ ENCORE MOVIE PAK/INDIEPLEX/RETROPLEX	\$15.95
HERE TV	\$6.95
PLAYBOY TV	\$12.95
PLAYBOY TV, INDIEPLEX AND RETROPLEX DOES NOT INCLUDE ON DEMAND CONTENT	

EXPRESS HOME PHONE PACKAGE

EXPRESS PHONE	MONTHLY
UNLIMITED LOCAL AND UNLIMITED DOMESTIC LONG DISTANCE INCLUDING CALLS TO CANADA† AND VOICEMAIL	\$19.99
ENHANCED PHONE FEATURES	\$10.00
CALLER ID WITH NAME, CALL WAITING ID, DO NOT DISTURB, CALL PRIVACY, REPEAT DIALING, AUTOMATIC CALL BACK, 3-WAY CALLING, SPEED DIAL 8, CALL FORWARDING	

TELEPHONE FEATURES

CALLER ID WITH NAME	\$4.75
VACATION SERVICE	\$4.75
CALL FORWARDING WITH REMOTE ACTIVATION	\$2.75
CALL FORWARDING	\$2.75
DO NOT DISTURB	\$2.75
SELECTIVE CALL REJECTION	\$2.75
CALL WAITING	\$2.75
MULTI-RING	\$2.75
DISTINCTIVE RING	\$2.75
RELOCATION RING	\$2.75
CALL SCREENER	\$2.75
SPEED DIAL 8	\$2.75
REPEAT DIALING	\$2.75
AUTOMATIC CALL BACK	\$2.75
THREE-WAY CALLING	\$2.75
VOICE MAIL	\$2.75
ENHANCED VOICE MAIL	\$4.75
VISUAL VOICEMAIL APP	FREE
TRANSCRIPTION FOR VISUAL VOICEMAIL	\$2.75
CALL PRIVACY	FREE UPON REQUEST

ADDITIONAL SERVICES

DOMESTIC† U.S. PERSONAL 800 SERVICE	\$.07/MIN.
DOMESTIC† U.S. CALLING CARD	\$.13/MIN.
ONE-TIME CHARGES	
VANITY TELEPHONE NUMBER	\$25.00
PIC1 CHANGE (1ST CHANGE PER LINE)	\$5.00
PIC2 CHANGE (2ND CHANGE PER LINE)	\$1.50
SERVICE ORDER CHARGE	\$5.00/ORDER
FEATURE CHANGE OR CENTRAL OFFICE WORK	
DIRECTORY AND LINE INFORMATION	
ADDITIONAL LISTING	\$3.00
NON-PUBLISHED NUMBER	\$3.00
NON-LISTED NUMBER	\$3.00
INFORMATION LISTING	\$3.00
ALTERNATE LISTING	\$3.00
PRIMARY LISTING	NO CHARGE
CALL BLOCKING	FREE UPON REQUEST
COLLECT, THIRD PARTY, OUTBOUND CALLER ID AND 900 CALLS	
TAXES AND CURRENT SURCHARGES	
VISIT WWW.BUCKEYEBROADBAND.COM/PHONE FOR CURRENT TAXES AND SURCHARGES.	
†DOMESTIC 48 STATES INCLUDING AK, HI, PR, VI	

BUCKEYE BRAINIACS BUCKEYE INTERNET SERVICE REQUIRED.

BRAINIAC HOMENET	\$15.00
INCLUDES: PROFESSIONAL WIFI INSTALLATION AND CERTIFICATION, HOME NETWORK OPTIMIZATION AND SUPPORT, UNLIMITED SUPPORT VIA PHONE AND REMOTE, SUPPORT FOR INTERNET CONNECTED CONSUMER DEVICES, BITDEFENDER AV PROTECTION ON 3 DEVICES, MALWARE REMOVAL AND PC OPTIMIZATION.	
(PURCHASE OF A BRAINIAC HOMENET CERTIFIED MODEM OR DEVICE IS REQUIRED)	

BRAINIAC HOMENET EQUIPMENT:

HITRON CGNM DATA GATEWAY	\$99.99 OR \$10/MO. FOR 12 MOS.
HITRON CGNVM VOICE GATEWAY	\$129.99 OR \$12.50/MO. FOR 12 MOS.
HITRON HT-EMN2 WIFI EXTENDER	\$49.99

BRAINIACS

INCLUDES: UNLIMITED PHONE AND REMOTE SUPPORT, BITDEFENDER AV PROTECTION ON 3 DEVICES AND INSIDE PHONE MAINTENANCE	MONTHLY‡ \$10.00	ANNUAL‡ \$100.00
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BRAINIACS ADDITIONAL IN-HOME SUPPORT \$45.00/HR
(\$11.25 PER 15 MIN AFTER INITIAL HOUR)**À LA CARTE SERVICES**

BITDEFENDER ANTIVIRUS ON 3 DEVICES	MONTHLY‡ \$5.00	ANNUAL‡ \$40.00
BRAINIACS REMOTE PC OPTIMIZATION (ONE TIME FEE)		\$75.00
VIRUS, ADWARE, MALWARE REMOVAL (ONE TIME FEE)		\$75.00
BRAINIACS IN-HOME SUPPORT (MIN. 1 HOUR)		\$90.00/HR
(\$22.50 PER 15 MIN AFTER INITIAL HOUR)		

‡MONTHLY RATE REQUIRES 12 MONTH COMMITMENT. ANNUAL IS AN INITIAL ONE TIME, NON-REFUNDABLE FEE.

VISIT WWW.BRAINIACS.TECH FOR A COMPLETE LIST OF COMPUTER UPGRADES AND REPAIR SERVICES. PICKUP AND DELIVERY SERVICES AVAILABLE

INSTALLATION RATES**STANDARD SERVICE:**

PREVIOUSLY WIRED	\$30.00
NO WIRING	\$40.00
MOVE/TRANSFER OF SERVICE	\$25.00
CATV BASIC:	
PREVIOUSLY WIRED	\$37.00
NO WIRING	\$53.00
EXPRESS HIGH-SPEED INTERNET INSTALLATION	\$50.00
RELOCATE PC/MODEM	\$42.00
VACATION RECONNECT	\$10.00
RECONNECT NON PAY	
RECONNECT	\$35.00
RECONNECT SAME DAY	\$75.00
IN FIELD COLLECTION TRIP CHARGE	\$26.00
INSTALL ADDITIONAL OUTLET:	
AT TIME OF INSTALLATION	\$30.00
SEPARATE TRIP	\$50.00
ACTIVATE ADDITIONAL OUTLET:	
AT TIME OF INSTALL	\$18.00
SEPARATE TRIP	\$35.00
EACH OUTLET AFTER 3	\$5.00
EXPRESS HOME PHONE INSTALLATION	\$38.00
CABLECARD INSTALLATION	\$50.00
DIGITAL/DVR/HD CONVERTER SEPARATE TRIP	
INCLUDES INSTALLATION	\$25.00
HD DTA SEPARATE TRIP INCLUDES INSTALLATION	\$25.00
PREWIRES:	
FIRST OUTLET	\$47.00
EACH ADDITIONAL	\$26.00
EXTENSION CABLE:	
PICK UP IN OUR LOBBY UP TO 15FT.	\$15.00
DELIVERED UP TO 15FT.	\$42.00
WALLFISH PER WALL (FISHING CABLE THROUGH A WALL)	\$26.00
BURY CABLE CUSTOMER'S OPTION	\$63.00
IN HOUSE AMPLIFIER	\$42.00