



Wireless Broadband Residential Plans

	Silver	Silver+	Gold	Gold+	Platinum	Platinum+	Diamond	Diamond+
Monthly Price *	\$54.95	\$64.95	\$74.95	\$84.95	\$99.95	\$114.95	\$144.95	\$204.95
Data Allowance	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Download (Mbps)**	4	6	8	10	12	14	18	25
Upload (Mbps)**	1	2	2.5	3	3.5	4	5	6

Email / Browsing	X	X	X	X	X	X	X	X
Social Media (Facebook, Twitter, etc.)	X	X	X	X	X	X	X	X
Online Shopping (Amazon, eBay, etc.)	X	X	X	X	X	X	X	X
Music Platforms (Pandora, Spotify, etc.)	X	X	X	X	X	X	X	X
Wikipedia	X	X	X	X	X	X	X	X
Skype Audio/Video	SD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD
Movie Streaming (Amazon Video, Netflix, etc.)	SD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD
Video Streaming (YouTube, Vimeo, etc.)	SD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD	SD/HD
Sling TV		X	X	X	X	X	X	X
Apple TV			X	X	X	X	X	X
Online Gaming (xBox, PlayStation, etc.)			X	X	X	X	X	X

May Require Custom Installation				X	X	X	X	X
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SD = Standard Definition

HD = High Definition

* Prices shown include the Auto-Pay discount.

** Actual speeds may vary and are not guaranteed.

Service subject to availability.

Earn \$50 credit for every friend, family or neighbor you refer!



Wireless Broadband Residential Plans Installation Service Details

Installation Costs: \$175 (no contract month to month)
\$300 Renter (no contract month to month)
Washington Island - \$80 surcharge

- o The following equipment is included in the installation fee:
 - Dish (if needed)
 - Radio
 - 100' Cat 5 Cable or 50' Armored cable (Installer determines at time of install)
 - 2 Hours of Labor
- o If the installation falls outside of the standard install, the following are potential extra costs (Customer approval required before proceeding with additional costs):
 - Cable (if over 100') at \$.50/ft., Conduit at \$.50/ft., Armored Cable \$1.00/ft. (if over 50')
 - Labor: \$75/hour (after 2 hour allotted appointment time)
- o DCB does not bury cable or conduit
- **Invoices & Receipts:** All invoices and receipts are emailed.
- **Automatic Bill Pay:**
 - o We accept Visa, MasterCard or Discover--Save \$5.00 off your monthly bill by signing up for auto-pay
 - o If auto-pay is not an option, there will be an additional \$5.00 charge to pay manually (includes postal invoices, check, money order, cash or on demand payments)
- **Vacation Mode:**
 - o The cost per month is \$10.00 per month (\$15.00/month if not on Auto Pay) plus applicable taxes
 - o This mode is allowed up to 2 times per year at a minimum of 1 month and up to 6 months in duration
- **Utility Mode:**
 - o The cost per month is \$20.00 per month (\$25.00/month if not on Auto Pay) plus applicable taxes.
 - o Gives you the ability to monitor your home thermostat and other devices remotely (does not support security cameras).
 - o This mode is allowed up to 2 times per year at a minimum of 1 month and up to 6 months in duration.
- **Equipment Warranty Information**
 - o DCB will repair any equipment that is under warranty if the equipment malfunctions under normal usage. Customer is responsible for equipment damage resulting from, but not limited to, weather, ice, snow, hail, other acts of nature, abuse or vandalism. If a service call is required, there is a charge of \$75 in addition to, any equipment that may need to be replaced. The installer documents, at the time of the service call, what equipment or supplies were used and are then noted on the install worksheet. Once this worksheet is filled out, it is required to be signed by the customer or previously designated person, acknowledging possible service call charges. Actual billing will be determined by the Billing Department and prior to the actual processing of the payment.
 - o Router Program is \$6.95 per month. This allows DCB to provide deeper levels of technical support. Replacement router provided for router issues except for human error/intervention.
 - o You may contact our tech support staff to troubleshoot any service interruptions at 920-868-9100 (ext. 2002). We also offer Level 1 technical support after hours. Not all levels of support available with non DCB routers.

You may find our website at <http://www.doorcountybroadband.com> and direct any questions or concerns online to info@doorcountybroadband.com or call our office to make an appointment at 920-868-9100. Our office hours are Monday through Friday, 9am to 5pm.