

RESIDENTIAL

MISCELLANEOUS SERVICES, CHARGES & OTHER FEES

Additional charges billed on top of monthly cable charges (less any applicable double or triple play discounts). Disclosure as required per FCC Television Viewer Protection Act.

- Urban Customers - 5% state sales tax, 1% local option sales tax, and 5% city franchise fees.
- Rural Customers - 5% state sales tax, 1% local option sales tax, and \$5.00 rural network fee.
- Extended Territory Customers - 5% state sales tax, 1% local option sales tax, and \$5.00 fiber line extension fee.

RESIDENTIAL OPTIONS	PRICE
MISCELLANEOUS CHARGES	
Residential Installations	\$100.00
Transfers	\$35.00
Non-Pay Reconnect	\$35.00
Service Upgrade (office)	\$35.00
Service Activation Fee	\$35.00
Service Trip Charge	\$50.00 (+ time and material)
Seasonal*** (local calling plan and 25MB internet)	\$5.00/month
Rural Internet and/or Phone Fee (WU electric customers)	\$5.00/month
Fiber Line Extension Fee (for customers outside WU electric territory)	\$5.00/month
After Hours Support Fee*	\$130.00**
After Hours Hourly Fee	\$80.00
Equipment Charge	\$4.00
(any fee may be waived as part of a promotional activity or upon discretion of WU)	

RESIDENTIAL OPTIONS	PRICE
MISCELLANEOUS EQUIPMENT FEES	
Fiber optic cables, coaxial cables, unshielded twisted pair (UTP) category 6, and HDMI cables	Billed at current cost + 10% restocking fee
UNRETURNED/DAMAGED EQUIPMENT	
Optical network terminals, set top boxes, remote controls, media over cable converters, ethernet switches, and WiFi extenders lost or damaged	Billed at current cost + 10% restocking fee

* If the problem is determined to be with customer's equipment or technology; after hours is considered between 4:30pm and 8:00am, Monday-Sunday.

** Plus hourly fee if more than 2 hours

*** The seasonal rate is limited to 5 months annually