

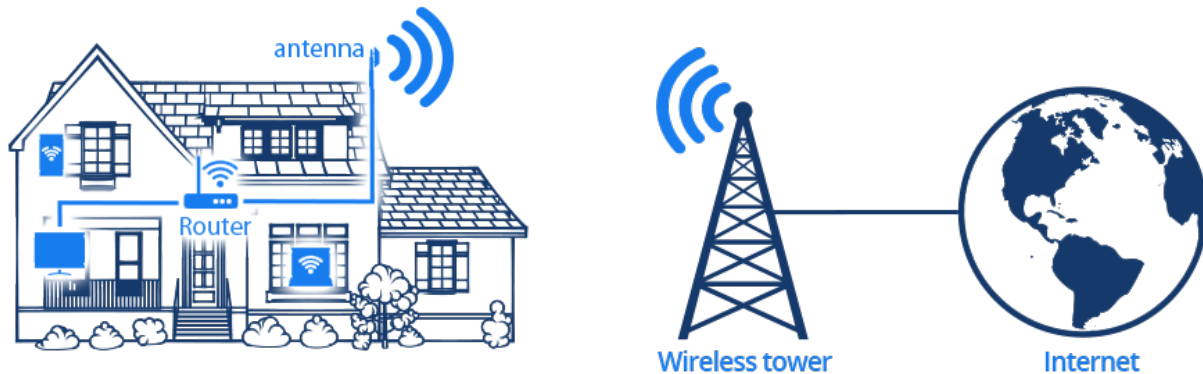
Hello!

This is Elli with Northwoods Connect. I'm writing to let you know that internet service is finally live and available on Roberts Lake!

Below is a basic description of the typical installation process, and a breakdown of packages/pricing.

The first step during an installation appointment is for the technicians to find a viable signal from our nearest tower. If there is a sufficient signal, they will continue with the installation (if signal is not found, you will not be charged).

As they proceed, the technicians will mount an antenna (about the size of a textbook or small dish) where the best signal is found (typically the roof). From there, they will run an ethernet cable into your residence. This will then plug into the modem, which then plugs into the wall for power. They will also install your Wi-Fi router if you subscribe to the Wi-Fi Care Plan.



**Installation fee-** one-time fee of \$119 (military discount available)

**Essential Plan** - Ideal for intermediate users and those who wish to stream video.

- Up to 10Mbps download/1.5Mbps upload speeds.
- Base price = \$49.99/m (plus \$6.99 antenna rental)
- Wi-Fi Care plan (recommended) \$4.99 router rental

**Total with Wi-Fi Care Plan with applicable taxes/fees = \$65.37**

**Family Plan** - Ideal for families or heavy users that need a faster connection.

- Up to 15Mbps download/3Mbps upload speed
- Base price = \$79.99/m (plus \$6.99 antenna rental)
- Wi-Fi Care plan (recommended) \$4.99 router rental

**Total with Wi-Fi Care Plan with applicable taxes/fees = \$97.02**

**RocketPack Plan** - Can handle multiple HD streams or multiple users surfing unlimited sites and videos.

- Up to 25Mbps download/5Mbps upload
- Base price = \$99.99/m (plus \$6.99 antenna)
- Wi-Fi Care plan (recommended) \$4.99 router rental

**Total with Wi-Fi Care Plan with applicable taxes/fees = \$118.12**

**Seasonal Rate-** each of these plans comes with the option to suspend service for a month or more at any time. While suspended, your monthly rate will drop down to \$19.99/m.

**Wi-Fi Care Plan** -Our Wi-Fi Care Plan provides you with a great option that includes a high-speed wireless router with free remote security updates, zero charge service calls or house visits, and telephone support to set up any new devices that you need to connect or free password resets. This plan is optional, but highly recommended for users who don't like to deal with their routers or devices.

Covers:

- Cost of up to 12 service calls per year (usually \$50 or more)
- Basic equipment replacement
- Router replacement free of charge (we will only replace with one of our routers)

*\*Cable burying is not covered by the WiFi Care Plan. The cost is \$1 per foot\**

**Router Purchase-** Wi-Fi router also available for purchase for \$75 plus tax, but will not receive benefits of Wi-Fi Care Plan.

Billing must be set up at the time of install. We do automatic payments only (card or ACH transfer). No paper billing.

**Please Note: If this is a rental property, we require approval from the landlord prior to the installation.**

Click on the link below to read our Terms of Service

<https://www.northwoodsconnect.com/tos>

Terms of Service are also available on our website

[www.northwoodsconnect.com](http://www.northwoodsconnect.com)

Please let us know if you have any questions!

[help@northwoodsconnect.com](mailto:help@northwoodsconnect.com)

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Northwoods Connect