

## Other Products, Services, and Charge Schedule:

Additional Services	Charge	Notes
Static IP Address	\$10.00/ea/mo	Great for Businesses and On-line Gamers!
Seasonal Suspension Turn off service, turn off billing!	\$25 Suspension Charge will be added to your 1 <sup>st</sup> invoice when you reactivate service	Will you be traveling 30 or more days?
Need Internet to: <ul style="list-style-type: none"> <li>• Outbuildings</li> <li>• 2<sup>nd</sup> dwelling</li> <li>• Garage</li> </ul>	This will require a \$75 survey of your property & a custom install plan. Pricing varies by situation & equipment needed. A quote will be given to you within 2 business days of your survey.	For internet to an outbuilding or other residence(s) within the same property.

<b>Survey:</b> VABB can survey your location first to determine if service is available and at what speeds. If you do not commit to an installation (before or during the visit) there will be a charge for the visit. If you choose our service the charge will be waived		
Standard Survey	\$125 survey charge	A credit card <b>MUST</b> be on file and will be charged after the visit.
Non-standard Survey	\$150-350 depending on what is needed	
Bucket Truck Survey	\$400 within 40 miles of VABB office	

<b>Standard installations:</b> Come with up to 100ft of cabling and a variety of mounting devices for \$200. Sometimes, extra materials or special mounting is required but not identified until installation. The following charges may apply and be communicated to you at install.		
Metal Yard Post – 4ft	\$50 for the post	VABB will install the post VABB DOES NOT trench cable.
Non-penetrating Mount	\$100	For metal roofs & flat roofs
Metal Roof Standing Seam Clamps	\$25 for 4 clamps	For metal roofs with standing seams
Extra Cabling	\$.50/foot	Beyond 100'
No-Show Charge	\$75 Trip Charge	Charged if VABB arrives within the service window time and you are not there. We will wait 20 minutes and attempt to contact you.
Install Not Accepted By Customer	\$75 Trip Charge	If the VABB tech confirms service is possible with speeds in our acceptable range, and you decide to not take the service.

<b>Technical Visits:</b> First, our phone support team will troubleshoot yo\$5ur issue. If the issue cannot be resolved or determined, we will dispatch a technician. Once on-site, the technician will directly connect to our network. If the issue is not VABB related, the following charges for the visit will be added to your account.		
Issue is VABB related	<i>If it's a VABB issue, we will fix it!</i>	
	No Charge	If customer is <b>in contract</b>
	\$75 Tech visit	If customer has <b>NO contract</b>
Issue is NOT VABB Related	\$75 Trip Charge	After testing, if service to the property is OK
Re-install Equipment Charge	\$75 Trip Charge	To move exiting VABB equipment that's on the same property.
Damaged Cable Charge	\$75 Trip Charge + \$.50/ft	If damaged by customer
Damaged Equipment Charge	\$75 Trip Charge + \$100-250 depending on equip	If damaged by customer

Billing		
Paper Invoice	\$5 for invoice to be sent USPS	Invoices are sent by email for free & there is no charge to pay by check
Late Fee	\$5	28 day billing cycle. Payment due reminders are sent by email 5 days before late fee applied
Billing Suspension for delinquency	\$20 Reactivation Charge + payment of past due amount	You will be informed by one phone call and several emails of pending disconnection.
Returned Check Charge	\$25	Non-negotiable