

## **Broadband Support Plans**

### ○ **Level 1 Broadband Support**

- ✦ Customer provides Router/pppoe device
  - Router – Customer Responsibility
  - Price: Included w/Standard Installation Fee
- ✦ Support
  - Demark Location (RJ45) – Central/Best Location
  - pppoe un & pw – Verify with Laptop
  - Broadband Speed – Verify with Laptop
  - Help Desk – API
- ✦ MRTC Provides Service to RJ45
  - Service Charge – Customer Equipment

### ○ **Level 2 Broadband Support**

- ✦ MRTC provides VisionNet Router
  - Price: \$2.00
- ✦ Support
  - Tier 1 & 2 Support (Business Hours)
  - Demark Location (Router) – Router Placement
  - pppoe un & pw – Verify @ VisionNet
  - Broadband Speed – Verify @ VisionNet
  - Devices – Help Customer Connect on Installation
    - MRTC will not Support/Trouble Shoot WiFi Devices
- ✦ MRTC Provides Service to the VisionNet Router
  - Service Charge – Customer Equipment

### ○ **Level 3- WiFi Xstream**

- ✦ GigaCenter
  - Price: \$8.95
- ✦ Support
  - Tier 1, 2, & 3 Support
  - pppoe un & pw – Verify @ GigaCenter
  - Broadband Speed – Verify @ GigaCenter
  - WiFi Devices – unlimited
  - NetValet App
  - WiFi Assessment– Router Placement
  - Network Wired Devices – Time & Material Charges
- ✦ Access Points
  - Price: \$4.95