Pulse Fiber Internet Residential Pricing[1]

Effective 10/1/26

Internet[2]

Internet + WiFi	Monthly Price	What's Included
Fiber 500 – 500 Mbps 500 Mbps upload & download	**$55**	**ALL Internet plans include:** – Equipment for Internet + WiFi – Symmetrical speeds – Unlimited data. No throttling. – Free professional installation[9] – Optimized WiFi network performance through Plume Home[3] app
Smart Fiber – 1 Gig* 1 Gbps (1,000 Mbps) upload & download	**$80***	

Power Fiber – 2 Gigs*
2 Gbps (2,000 Mbps) upload & download
	$104*	***These plans also include:**
		– Up to 2 WiFi extenders
		– Full access to Plume Home[3] app to manage:
		  – Parental controls (i.e., content filters and schedule timeouts)
		  – Smart home and IoT device protection
		  – Whole-home WiFi coverage
		  – Intelligent AI-driven WiFi

Ultra Fiber – 4 Gigs* 4 Gbps (4,000 Mbps) upload & download	**$134***	
Future Fiber – 10 Gigs* 10 Gbps (10,000 Mbps) upload & download	**$184***	

Internet Add-on	Monthly Price
WiFi Extenders	**$5.95 each**

ACH Discount: Save $5/month when enrolled in ACH Autopay.[9]

PulseTV[4]

PulseTV	Monthly Price	What's Included
Essentials	**$73.50**	– One set-top box – 100 hours of Cloud DVR – 3 simultaneous streams – Free PulseTV app available for download – Free professional installation[9] – No long-term contracts
Favorites	**$143.50**	
Premier	**$164.50**	

Premium Channel Packages	Monthly Price
HBO + HBO Max	**$18.49**
SHOWTIME	**$10.99**
Cinemax	**$12.95**
STARZ Plex Superpack	**$8.99**
Sports	**$6.95**
En Español	**$5.24**

BroadbandTV	**$12.95/month**

PulseTV[4] (continued)

Video Taxes & Service Fees	Monthly Charge	Description
PEG Fee	**Varies by jurisdiction**	Public, Educational, and Governmental (PEG) channels are dedicated local channels provided for community programming, school district broadcasts, and city or county government meetings. The PEG fee directly supports these local channels and is based on the service address where PulseTV is received.
Franchise Fee	**5%**	Franchise fees are paid to local governments as compensation for utility companies use of the public rights-of-way and easements. The Federal Cable Act authorizes cable operators to collect from customers the full amount of franchise fees paid to local governments.

PulseTV Add-ons	Price
Additional set-top box	**$8.50/month**
Cloud DVR Hours (50-Hour Blocks)	**$5/block/month**
Streams	**$2.50/stream/month**
Amazon Fire TV Stick 4K	**$39.99 each**

Local service. 24/7/365 tech support. Included for every customer.

Voice[4,5]

Voice	Monthly Price	What's Included
Unlimited Local & Long Distance (1st line)	**$39**	– Unlimited local & long distance calls – Compatible with your existing phone – Keep your same number – 911 services for emergencies – Full feature set included – Reliability & call clarity you can count on
Additional Lines	**$15 per line**	
Features	– Anonymous Call Rejection – Call Block – Call Forward Always – Call Forward Busy Line – Call Forward Don't Answer – Call Forward Not Reachable – Call Forward Selective – Call Logs – Call Return – Call Waiting	– Caller ID – Caller ID Delivery Blocking – Do Not Disturb – Find-Me/Follow-Me (Simultaneous) – Find-Me/Follow-Me (Sequential) – Speed Dial – 3-Way Calling – Voicemail – Voicemail to Email
Local-Only Voice Line	**$19/month**	This option offers a simple, budget-friendly voice solution designed for everyday local calling and 911 services for emergencies. Long distance is billed based on usage, and advanced features included in the Unlimited Local and Long Distance line are not part of this plan.

Additional Services	Price per use
International Calls	**Pricing varies by country**
Directory Assistance (411)	**$1**
Operator Assistance	**$1**
International Operator Assistance	**$6**
Unpublished Number	**$5.50/month**
Unlisted Number	**$5.50/month**

Voice[4,5] (continued)

Voice Equipment Add-on	Price	
24-Hour UPS (Uninterruptible Power Supply)[5]	**$200 one-time charge**	
Taxes, Fees, and Other	**Charge**	**Description**
Port Number	**$5 one-time fee**	A one-time fee to keep your current local telephone number when switching to Pulse for Voice service.
Colorado Telephone Disability Access Surcharge (TDAS)	**$0.06/month/line**	Recovery charge for the Telephone Disability Access Surcharge (TDAS) Funds relay services that provide telephone access for individuals who are deaf, hard of hearing, deafblind, or speech-disabled. TDAS was formerly Telecommunications Relay Service (TRS).
Colorado 911 Surcharge	**$0.16/month/line**	Recovery charge for State 911 services. Administered in accordance with Colorado Public Utilities Commission (PUC) regulations. Paid to PUC.
Colorado 988 Surcharge	**$0.30/month/line**	Recovery charge for State 988 Suicide Prevention Lifeline Network services. Administered in accordance with Colorado Public Utilities Commission (PUC) regulations. Paid to PUC.
E911	**$2.12/month/line**	Recovery charge for 911 services. Administered in accordance with Colorado Public Utilities Commission (PUC) regulations. Paid to Larimer Emergency Telephone Authority (LETA).
Universal Service Fund	**Changes Quarterly**	Recovery charge for the FCC's Federal Universal Service Fund (USF). Charge is calculated using a percentage equal to the FCC's current USF contribution factor.
Regulatory Cost Recovery Fee	**$1.50/month/line**	A flat fee that allows Pulse to connect you to the network. Pulse recovers some of the costs of telephone lines connected to your home or business through this monthly charge which includes: North American Numbering Plan (NANPA) fee, Local Number Portability Administration (LNPA) fee, Federal Telecommunications Relay Service (TRS) fee, ITSP, and other similar costs.
Colorado High Cost Support Mechanism (HCSM)	**Percentage based on Colorado PUC**	Recovery charge for Colorado's High Cost Support Mechanism (HCSM). Administered in accordance with Colorado Public Utilities Commission (PUC) regulations. Paid to PUC.

Installation + Service[6]

Professional Installation	Charge
Internet - Unwired	$99.95
Internet - Wired	$49.95
Custom Installation[6]	**Post Initial Installation**
Additional Outlet	$105
Additional Phone Jack	$105
Additional Wall Fish	$105
Service/Repair	**Charge**
In-person Service Rate (Minimum of one (1) hour)	$80/hour
Unreturned/Damaged Equipment	Replacement Cost

Service Administration

Other Charges & Terms	Charge
Paperless Billing	Free
Mailed Paper Bill	$3.00/month
Service Reactivation Fee	$35
Seasonal Hold[7]	$19.95/month
Early Cancellation Fee[8]	$50
Return Check Fee	$20
Unauthorized Use/Tampering Fee	$130

Notes

1. **Pulse Residential Pricing:** Pricing applies to residential services only. Applicable fees and taxes may apply and may be in addition to the listed rates. All rates, charges, fees, and applicable taxes are subject to change. All services and products are governed by the Pulse Terms and Conditions at www.PulseFiber.com/TermsAndConditions.
2. **Internet:** Internet speeds provided by Pulse are not guaranteed and represent best-effort service. Actual speeds may vary based on end-user equipment and other factors. The Future Fiber internet package includes speeds up to 10 Gigs (10 Gbps).
3. **Plume Home:** As a Plume Partner, Pulse provides a Plume Home subscription, required to use Plume Cloud Services and subject to the relevant terms of reference. By using the service, you accept these terms and those related to Plume Membership, available through the Plume Home app or at www.plume.com/legal/plumehome-service-terms.
4. **PulseTV and Voice:** A Pulse Internet subscription is required to be eligible for PulseTV and/or Voice services.
5. **24-Hour UPS:** Digital Voice Service requires electric power at the customer premises. During a power outage, 911 calling may not be available if a battery backup is not installed, fails, or becomes depleted. Pulse may make battery backups available to help maintain 911 calling capability during outages. Residential customers may choose to use a battery backup and are solely responsible for its supply and replacement.
6. **Custom Install:** Additional charges may apply for custom installation items outside of standard installation.
7. **Seasonal Hold:** Seasonal Hold applies to data service only. While on hold, service is reduced to 3 Mbps. The minimum hold period is one month, and the maximum is five months, and the hold can only be activated once every 12 months. Service may be reactivated on any day of the month, and service fees for partial months are prorated. Prorated charges will be billed at the time of reactivation.

   The account must remain in good standing during the hold period. Good standing means all explicit obligations are met.
8. **Early Cancellation Fee:** If the customer does not keep service for at least 90 days after Pulse completes exterior and/or interior installation, Pulse reserves the right to recover all costs associated with the cancellation. These may include number porting fees, off-net circuit contracts and penalties, customer-specific hardware, survey and permit fees, internal and external installation costs, expediting fees, cancellation fees, and a minimum of one month of monthly recurring service fees.
9. **Promotion Terms:** Terms and conditions for promotional offers are available at www.PulseFiber.com/Promotions.

See Pulse Terms & Conditions at www.PulseFiber.com/TermsAndConditions