

Other Products, Services, and Charge Schedule:

Additional Services	Notes	Charge
Static IP Address	Great for Businesses and On-line Gamers!	\$5.00/ea/mo
Seasonal Suspension Turn off service, turn off billing!	Will you be traveling 30 or more days? (Monthly plan amount will be pro-rated based on day suspension begins/ends.)	\$20 to Deactivate service and billing \$20 to Reactive service and billing
Need Internet to: <ul style="list-style-type: none"> Outbuildings 2nd dwelling Garage 	For Internet to an outbuilding or another residence(s) within the same property.	Option 1: 2nd Connection to VABB's Tower - Full install charge required - 1/2 off any plan chosen if billed separately... or... - If usage is to be combined and paid under one account, \$25/mo 2 nd connection Charge

Standard installations: Come with up to 100ft of cabling and a variety of mounting devices. 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	VABB will install the post VABB DOES NOT trench cable.	No Charge for the post \$50 charge if concrete is required
Non-standard Antennas 2ft Dish or High-gain Yagi	Some installs may require a special antenna to achieve the best connection	\$100 to \$300 (Make/Model Dependent)
Non-penetrating Mount	For metal roofs & flat roofs	\$100
Metal Roof Standing Seam Clamps	For metal roofs with standing seams	\$25 for 4 clamps
Extra Cabling		\$.50/foot
No-Show Charge	If VABB arrives within the service window time and you are not there. We will wait 20 minutes.	\$25 Trip Charge
Install Not Accepted By Customer	If the VABB tech confirms service is possible with speeds in our acceptable range, and you decide to not take the service after committing to the sale.	\$25 Trip Charge

Survey: 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), we will need to charge for the visit to re-coop travel and professional assessment time.

Standard Survey (No special climbing needed)	A Credit Card must be on file and will be charged after the visit.	\$50 within 30 minutes of our office \$75 30 to 60 minutes from our office
Real Estate Survey		Same rates as Standard Surveys PLUS \$20 for letter certifying the results
Non-standard Survey		\$150 minimum A quote will be provided

Technical Visits: First, our phone support team will troubleshoot your 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	If it's a VABB issue, we will fix it!	No Charge
Issue is NOT VABB Related	After testing, if service to the property is OK	\$75 Trip Charge
Re-install Equipment Charge	To move exiting VABB equipment that's on the same property.	\$50 For standard install Non-standard install material charges may apply see list under "Non-Standard Install charges"
Move Equipment Charge	To move existing VABB equipment from one property to another within VABB's network.	\$50 For de-install at the current location + Standard or non-standard installation charges at the new location.
Damaged Cable Charge	If damaged by customer	\$50 Trip Charge + \$.50/ft
Damaged Equipment Charge	If damaged by customer	\$50 Trip Charge + \$50 Equip Replacement

Billing		
Paper Invoice	In lieu of Automatic payments with a credit card or e-check account	\$3 (Effective 1/1/2018 - All New accounts requesting payment by paper invoices may be subject to this charge.)
Billing Suspension for delinquency	Account must be brought up-to-date	\$20 Reactivation Charge
Returned Check Charge		\$15 Non-negotiable