



Schedule of Fees

Updated: October 6, 2025

Applicable to: All Luminate Broadband Customers

Deposits

Security Deposit:

No deposits will be assessed (effective 02.11.2020).

Installation & Construction Costs

Standard Installation Fee:

- \$99.95
- \$75 "extra radius" fee if the service location is more than 35 miles from the technician's home base.

Custom Installation:

- Installations exceeding the allotted 2-hour window will be considered a custom installation (e.g., running fiber to the ONT).
- \$150.00 per hour for custom installation (custom quotes can be prepared).
- Additional materials will be charged based on the scope of work (minimum \$25).
- A contract may be required depending on the scope of work.

Modem/NID Relocation (after installation):

- \$300 base truck roll fee for the first hour.
- \$150 per additional hour.
- Additional materials charged as required.
- \$75 "extra radius" fee if the service location is more than 35 miles from the technician's home base.

Fiber-to-the-Home (FTTH)

Aid to Construction:



Luminate

- Luminate contributes up to **\$1,500** in aid to construction.
- If construction costs exceed this amount, a custom quote will be provided.
- Customers may finance their share over **3 years at 0% interest** (minimum payment \$25/month).

Equipment

Equipment Rental:

- Wi-Fi Booster: \$7.50/month
- Outdoor Mesh: \$15.00/month

Equipment Purchase:

- UPS Battery Backup: \$150.00

Modem/Router Tampering or Damage:

Customers are liable for the full replacement cost of any unreturned or damaged equipment.

- Service call: \$300 base truck roll fee (first hour), \$150 for each additional hour.
 - \$75 extra radius charge if the location exceeds 35 miles from technician's home base.
 - Additional materials charged as required.
- Customers are responsible for damage to Luminate's equipment caused by negligence. Time and materials may be billed for issues caused by customer equipment or actions.

Unreturned Equipment Fee:

- Equipment must be returned within **5 days** of service termination.
- Unreturned or damaged equipment will be billed at **\$300 per unit** (or actual replacement cost, whichever is higher).

Service Termination & Reconnects

Internet (INET):

- No disconnect fee.
- Service disconnect is effective on the date the equipment is returned.
- Equipment not returned within 5 business days will be charged \$300 per modem.
- Lost or destroyed equipment: \$300 per modem.



Voice (VOIP):

- \$25 disconnect fee per line.

Payments

Late Payment Charge:

- 1.5% of the “balance prior to this billing” (minimum charge \$1.00).
- As stated in Luminate’s Terms & Conditions.

Returned Check (NSF):

- \$35.00 per occurrence.

Phone Service

VOIP Service Policy:

For customers whose call usage to high-cost areas (e.g., rural numbers, Alaska, Hawaii) exceeds 5% of total call traffic, or where more than 5% of calls last under 10 seconds, Luminate may deem this excessive usage.

- A per-minute or per-page surcharge will apply to such calls at the current Luminate rate.
- This surcharge applies to all plans, including unlimited plans.

Additional Fees

Paper Statement Fee:

- \$5.00/month for mailed paper statements.

Service Technician Fees

Standard Technician Visit:

- \$300 base truck roll fee (includes first hour).
- \$150 per additional hour.
- \$75 extra radius fee if over 35 miles from technician’s home base.
- Additional materials charged (minimum \$25).



If the issue is determined to be due to customer action or equipment, the customer is responsible for all related costs.

Customers with **Managed Services** receive **2 complimentary truck rolls per year** (materials may still be billed). *This does not cover damage due to misuse or neglect caused by occupants, visitors, or animals in home.

Technical Consult:

- \$400 for the first hour, \$200 per additional hour.
- Materials charged separately.
- Consultation includes professional evaluation by a qualified fiber optics specialist. This may involve reviewing network design, construction plans, potential service issues, or system improvements.
All consultations ensure optimal performance, reliability, and industry-standard compliance.

After-Hours Technician Calls:

- \$450 base truck roll fee (first hour), \$150 per additional hour.
- \$75 extra radius fee if over 35 miles.
- Materials charged as required (minimum \$25).

Summary of Common Fees



Luminate

Service Type	Base Fee	Additional Charges
Standard Installation	\$99.95	N/A
Custom Installation	\$150/hr	Materials (min. \$25)
Standard Truck Roll	\$300 (first hour)	\$150/hr + materials
Technical Consult	\$400 (first hour)	\$200/hr + materials
Unreturned Equipment	\$300/unit	Replacement cost if higher
Paper Statement	\$5/month	—
Late Payment	1.5%	Min. \$1
Returned Check	\$35	—
After Hours Truck Roll	\$450 (first hour)	\$150/hr + materials
Radius Charge	\$75	