

Special offers, charges, restrictions, limitations
Tidewater Telecom Inc
Lincolnvile Networks Inc

- With our OPEN™ application we offer a 3 year Price Lock Protect guarantee with the installation of our OPEN™ & telephone service.
- Standard installation/set up fee is \$100.00 billed on the first bill or incrementally billed at \$3.00 per month for 36 months. Standard installation includes up to 250 feet of aerial fiber drop & the installation of 1 ethernet jack within 10 feet of where our service enters the building.
- Additional fees may apply for buried service or when new copper facilities are needed.
- Service delivered over fiber will not work during a power outage unless battery backup power is supplied to the ONT (optical network terminal). You can supply your own or you may purchase one from us. If you purchase one from us, we will install it at no charge on the day that we install your fiber service.
- A broken contract fee will apply if OPEN™ or IPTV service is disconnected for any reason within 3 years. Broken contract fees: \$199.00 for OPEN™ & \$45.00 for IPTV
- A broken contract fee of \$99.00 will apply if DSL is disconnected for any reason within the first year.
- Set Top Boxes and Modems provided or leased by our company must be returned to our office within 14 days to avoid the following charges:
 - NL-3120 Modem/Router: \$124.00 plus tax
 - SD/Pace Set Top Box: \$100.00 per box + tax
 - HD/DVR Set Top Box - \$250.00 per box + tax
 - HD Set Top Box: \$100.00 per box +tax
 - HD DVR/Whole Home DVR Set Top Box: \$250.00 per box + tax
- Damaged Equipment: \$100.00 + tax for HD only & \$250.00+ tax for HD DVR
- State & Federal taxes, fees & surcharges are billed in accordance to applicable state & federal laws & regulations & are subject to change

Date revised: 10.17.18