

Broadband Levels of Support Plans

LEVEL 1– No additional fee

Equipment

- Customer provides router

Support (Business Hours)

- MRTC supports to the demark location
- Verify that customer has Username/Password entered correctly
- Verify broadband speed
- Technical support from MRTC help desk

LEVEL 2- \$2.00

Equipment

MRTC provides VisionNet router

Support (Business Hours)

- MRTC supports to the demark location & router placement
- Verify Username/Password entered @ VisionNet router
- Verify broadband speed @ VisionNet
- Help customer connect devices during installation
- Technical support from MRTC help desk

LEVEL 3– WiFi Xstream- \$8.95

Equipment

MRTC assesses location and installs WiFi Xstream Gigacenter

Support

- Includes Levels 1 & 2, plus, truck roll (during business hours)
- WiFi assessment & router placement
- Verify Username/Password @ Gigacenter
- Verify broadband speed @ Gigacenter
- Connect devices– unlimited
- Technical support from MRTC help desk
- Additional access points available to boost service, if needed- \$4.95 ea