

- **Levels of Broadband**

- **Level 1 Broadband**

- ✦ Customer provides Router/pppoe device
 - Router – Customer Responsibility
 - Price: Included w/Standard Installation Fee
- ✦ Support
 - Demark Location (RJ45) – Central/Best Location
 - pppoe un & pw – Verify with Laptop
 - Broadband Speed – Verify with Laptop
 - Help Desk – API
- ✦ MRTC Provides Service to RJ45
 - Service Charge – Customer Equipment

- **Level 2 Broadband**

- ✦ MRTC provides VisionNet Router
 - Price: \$2.00
- ✦ Support
 - Tier 1 & 2 Support (Business Hours)
 - Demark Location (Router) – Router Placement
 - pppoe un & pw – Verify @ VisionNet
 - Broadband Speed – Verify @ VisionNet
 - Devices – Help Customer Connect on Installation
 - MRTC will not Support/Trouble Shoot WiFi Devices
- ✦ MRTC Provides Service to the VisionNet Router
 - Service Charge – Customer Equipment

- **Level 3 Broadband**

- ✦ GigaCenter
 - Price: \$8.95
- ✦ Support
 - Tier 1, 2, & 3 Support
 - pppoe un & pw – Verify @ GigaCenter
 - Broadband Speed – Verify @ GigaCenter
 - WiFi Devices – unlimited
 - NetValet App
 - WiFi Assessment– Router Placement
 - Network Wired Devices – Time & Material Charges
- ✦ Access Points
 - Price: \$4.95