



ECFiber Service Charge and Fee Schedules - July 2026

Service Charges

Internet Packages - Recurring Monthly

Except for the RDOF package, for which the federal government requires specific speeds, all packages offer symmetrical speeds - the same speed for upload and download.

Residential

Starter Duo

\$79/mo - 50 Mbps, plus phone

Basic

\$72/mo - 100 Mbps

Standard

\$104/mo - 300 Mbps

Wicked

\$134/mo - 1 Gbps

RDOF*

\$123/mo - 1 Gbps down, 500 Mbps up

*available only to specific addresses defined by federal program

Business

Basic

\$90/mo - 100 Mbps

Standard

\$124/mo - 300 Mbps

Ultra

\$134/mo - 500 Mbps

Wicked

\$250/mo - 1 Gbps

Additional \$8/mo ONT fee applies to all Internet packages



Phone Service

Unlimited local and long distance calling in the US and Canada.

Residential

\$25/mo per line, plus applicable taxes

Business

\$35/mo per line, plus applicable taxes

One-time Fees

Residential

Internet installation: \$99

Phone activation: \$30

Business

Internet installation: \$150

Phone activation: \$30

Aerial Connection over 400 ft

\$1 per additional foot, with signed agreement re: risk of future re-tensioning and extra repair costs. **Note:** VCBB Long Drop Affordability Program grant offsets some or all of this cost, based on a variety of criteria through May 31, 2027. ECFiber coordinates contractor(s) for grant-eligible locations.

Underground (Conduit) Connection

This is a customer-borne cost. Cost varies based on the conduit length and complexity of work. **Note:** VCBB Long Drop Affordability Program grant offsets some or all of this cost, based on a variety of criteria through May 31, 2027. ECFiber coordinates contractor(s) for grant-eligible locations.



Custom Subscriber Services

For custom installations that require a technician. Examples: installing repeaters or a mesh network, debugging a customer-supplied router, debugging why wireless connectivity is spotty in one room, etc.

\$135 first hour + materials. 1 hr minimum charge; 30 minute increments after 1st hour.

Repairs for Customer-Induced Damage

The fees below apply for repairs when a customer is at-fault for the damage. A few common examples for which these fees would apply, include:

- A customer, or a contractor hired by the customer drops a tree on the fiber line, breaking it.
- A customer, or a contractor hired by the customer fails to call DigSafe before using a backhoe and digs up an underground fiber line.
- A customer has an indoor ONT, and the customer's pet hamster chews through the fiber in their house.
- A customer's child knocks their hardware off a shelf and it breaks.
- A customer tries to unplug the fiber from the ONT (modem) and damages the fiber. (Note: if there's an outage, never do what a popular search engine tells you to try. The most popular instructions often result in people breaking something.)

The above list is not exhaustive, but illustrates some common scenarios. People (and pets) can be very creative in finding ways to cause damage! The repair technician will definitely notice if you melted a piece of equipment by putting it on top of your space heater or toaster oven.

Fees:

Outside Plant Repairs (outside home, two-person crew with a bucket truck):
\$295/hr, plus \$1.80/ft for fiber

Installation team repairs (inside home, one-person crew with pickup truck):
\$135/hr