



# Schedule A

## Residential

Account Fees		Amount
Late Payment Charge		2%/Mon or 26.8% per year
Reactivation Fee (account suspended for non-payment)		\$50.00
NSF / Returned Payment / Pre-Authorized Payment Denial		\$20.00
Move Administration Fee		\$30.00
Equipment Relocation Fee / Wiring Repair Fee		\$75.00
Paper Bill Reprint Fee		\$10.00
Temporary Suspension (minimum 4 weeks, maximum 6 months)		\$50.00
Disconnection Fee		\$75.00
Service Fees		
Home Phone		Amount
Installation Fee		\$50.00
Phone Jack Installation (first phone jack per technician visit)		\$75.00
Phone Jack Installation (each additional phone jack per technician visit)		\$50.00
Early Cancellation Charge (2-year Term)		\$50.00
Battery Back-Up - Optional		\$150.00
Phone Port Fee		\$20.00
Internet		Amount
Installation Fee		\$99.00
Activation Fee		\$0.00
Fibre Hub Rental Fee		\$0.00
Wi-Fi Router Rental		\$0.00
Early Cancellation Charge (2-year Term)		\$125.00
Fibre Hub Non-Return Charge		\$200.00
Wi-Fi Router Non-Return Charge		\$200.00
Wi-Fi Pod Non-Return Fee		\$200.00
Wi-Fi Pod Cabled Installation - During Initial Install		\$50.00
Wi-Fi Pod Cabled Installation - Return Trip After Initial Install		\$75.00
NRBN TV		Amount
Installation Fee (new NRBN TV customer, first set-top box installed only)		\$50.00
Installation Fee (existing Internet customer, return trip)		\$75.00
Installation Fee (each additional set-top box for first install or return trip)		\$50.00
Replacement TV Remote Control		\$25.00
Early Cancellation Charge (2-year Term)		\$50.00
TV Set Top Box Non-Return Fee		\$400.00
TV Remote Control Non-Return Fee		\$25.00

If you require assistance or have questions regarding your services, please contact the following:

## **Customer Care:**

By Phone: 1 (877) 331-6726

By Email: [fibre@nrbn.ca](mailto:fibre@nrbn.ca)

## **Technical Support:**

By Phone: (Internet, Home Phone, NRBN IPTV): 1 (877) 331-6726

By Email: [support@nrbn.ca](mailto:support@nrbn.ca)