

## Greetings Waupaca Online Customer:

### New Pricing Structure

Effective with your August bill we have made some changes to our pricing structure. Before going into details we'd like to preface that prices are remaining constant! We have been able to keep base pricing at the same level, without any increases, for more than five years!

Your former bill has three rates on it 1) Service Charge; 2) Endpoint Maintenance and 3) Bandwidth fee. We are combining the service charge, endpoint maintenance fee and the first 1Mbps increment of bandwidth into one all-inclusive rate.

Depending on your situation this is your new "service rate." This is all-inclusive and includes your monthly service charge; endpoint maintenance and 1Mbps of service:

Waupaca In City Resident	\$25.00/month
Waupaca In City Standard Business	\$30.00/month
Broadband Business Plus	\$40.00/month
Rural Residential	\$45.00/month
Rural Standard Business	\$50.00/month

Each additional 1Mbps increment of internet remains at \$3.00/month.

### More Speed!

As a result of the new pricing structure we have provided all customers an additional 1-2Mbps of bandwidth at no extra cost. This upgrade was performed throughout the month of July. This is done as a thank you for being our customer!

Thanks to our network upgrade project a majority of our system and customers are now able to request additional speed. If you would like to find out about getting a speed upgrade at your location please give our technical support staff a call at 715-942-9919. We'll work with you to get you the right speed to fit your needs. The maximum amount of speed available to each customer varies and depends on factors such as distance to one of our towers; obstructions in line of sight; and signal quality. Our technical support staff will be able to evaluate this on a case by case basis.

### E-Mail

*As a reminder Waupaca Online will discontinue e-mail service on November 30, 2016. Details about this change and what you can do are available on our website:*

<http://www.cityofwaupaca.org/waupacaonline/discontinuation-of-webmail/>

Due to some user's having weak passwords several e-mail accounts on our server became compromised during the month of June. We have setup a forced password change for all users and this issue is corrected. As further security, any e-mail account which is not accessed at least once within a 30 day period will be disabled.

### Broadband Business Plus!

Have a business? Need fast speeds at a reasonable rate? Check out Waupaca Online's new business class internet service, Broadband Business Plus.

<http://www.cityofwaupaca.org/waupacaonline/business-broadband-plus/>

*As always, thank you for being a part of Waupaca Online. If you ever have questions or issues with your service please give us a call ASAP! 715.942.9919. If someone is not in the office please leave a message and include a good daytime call back number.*