

Packages

cable tv | internet | telephone

422.7500 | www.eplusbroadband.com



EPLUS BASIC DUO
\$102.50 Per Month

CABLE TV

- ▶ **Basic Service**
48 Channels
- ▶ **TiVo®** DVR, High Definition **HD**, Built-in Netflix app, VU-IT! app, search TV & online content
- ▶ **Watch TV Everywhere⁴**
Watch on the go - anywhere you receive an Internet signal.

INTERNET¹

- ▶ 300 Mbps Download
- ▶ 300 Mbps Upload

*TiVo® Requires Home Area Network **\$10/mo**

EPLUS DUO
\$121.25 Per Month

CABLE TV

- ▶ **Basic Service**
48 Channels
- ▶ **Expanded Service**
61 Channels
- ▶ **Watch TV Everywhere⁴**
Watch on the go - anywhere you receive an Internet signal.

INTERNET¹

- ▶ 300 Mbps Download
- ▶ 300 Mbps Upload

EPLUS CABLE-PHONE
\$115.25 Per Month

CABLE TV

- ▶ **Basic Service**
48 Channels
- ▶ **Expanded Service**
61 Channels
- ▶ **Watch TV Everywhere⁴**
Watch on the go - anywhere you receive an Internet signal.

TELEPHONE

- ▶ **EPlus Telephone**
Voicemail
Unlimited LD³
Unlimited Local Calling
Call Waiting (w/Caller ID)²
Call Return
Caller ID (w/Name)²
Call Forward Busy
Call Forward No Answer
Remote Access Call Forwarding
Speed Calling 30
3-Way Calling
Anonymous Call Rejection
Caller ID Delivery Block
Call Return
Call Forward Variable

EPLUS INTERNET-PHONE
\$87 Per Month

INTERNET¹

- ▶ 300 Mbps Download
- ▶ 300 Mbps Upload

TELEPHONE

- ▶ **EPlus Telephone**
Voicemail
Unlimited LD³
Unlimited Local Calling
Call Waiting (w/Caller ID)²
Call Return
Caller ID (w/Name)²
Call Forward Busy
Call Forward No Answer
Remote Access Call Forwarding
Speed Calling 30
3-Way Calling
Anonymous Call Rejection
Caller ID Delivery Block
Call Return
Call Forward Variable

Call 422.7500, Click www.eplusbroadband.com or Visit the JEA Customer Centers to learn more!

2030 Pleasant Plains Extended
 Jackson, TN 38305
 M-F 8am-6pm; Saturday 9am-1pm

351 Dr. Martin Luther King Jr. Drive
 Jackson, TN 38301
 M-F 8am-5pm

15
 YEAR
 ANNIVERSARY SPECIAL:

MY CABLE
PRIMO \$180 Per Month

CABLE TV

- ▶ **Basic Service**
47 Channels
- ▶ **Expanded Service**
134 Channels
- ▶ **Digital Tier** **HD**
86 Channels
- ▶ **Digital** **HD**
6 Channels
- ▶ **Premiums** **HBO** **CINEMAX**
145 Channels **SHOWTIME** **STARZ**

DCT-Smart Box
 Electronic Program Guide
 High Definition **HD** Capability
 Digital Video Recorder (DVR)
 Stingray Music Channels

- ▶ **Watch TV Everywhere⁴**

EPLUS 300
INTERNET \$64.99 Per Month

INTERNET¹

- ▶ 300 Mbps Download
- ▶ 300 Mbps Upload

EPLUS GIG
INTERNET \$79.99 Per Month

The GIG 1000 MBPS
 Speed

INTERNET¹

- ▶ 1 Gbps Download
- ▶ 1 Gbps Upload

EPLUS 60
INTERNET \$60 Per Month

INTERNET¹

- ▶ 60 Mbps Download
- ▶ 10 Mbps Upload

INTERNET OPTIONAL ADD-ON:

Home Area Network Wireless Router Setup & Support **\$10 per mo.**

Connect computers and devices to the Internet with no wires and no worries. Safe troublefree connectivity! Includes setup of 5 Wi-Fi ready devices.

(1) High-speed Internet services are provided as best-effort services. Jackson Energy Authority does not guarantee bandwidth that customer receives. Gigabit internet is 900x900 Mbps typical wired speeds on capable equipment. (2) You must provide the correct equipment (Caller ID display unit or phone with built-in display) to view Caller ID data. (3) Unlimited long distance calling is limited to the 48 contiguous United States. Long distance is billed at the per minute rate for long distance service over 1,500 minutes per month. Jackson Energy Authority local phone service is required to receive Unlimited Long Distance. (4) Limited to channels in your cable package. Network availability varies. Internet access is required. Wireless data charges may apply.

Local telephone number portability is not available to customers switching from a cellular service or certain VoIP services. A standard converter, HD converter or Smart Box HD/DVR converter may be required to view the digital and/or HD channels included in each cable tier. Participation is subject to Jackson Energy Authority eligibility requirements. Monthly price shown is available to residential customers only and does not include taxes and fees. **Home Area Network:** Connect up to 5 Wi-Fi ready devices. No equipment to buy for standard installations. A JEA service technician must install router. Price does not include Internet service. Additional labor and equipment may be needed to connect other devices or extend connectivity beyond the normal reach of the initial wireless device. Wireless adapters or cards are not included. Fees and taxes not included. Certain restrictions and limitations apply. **TiVo®/Netflix:** EPlus Broadband Cable TV, Internet and Home Area Network is required. Limit of 4 TiVo Mini units per box. Availability of third-party content from streaming sources is subject to change, and additional third-party fees may apply.

EPlus Broadband is a division of Jackson Energy Authority (JEA). JEA is an equal opportunity employer.

Packages

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OPTIONAL TRIO UPGRADES:

celebrating
15
2004-2019
YEARS
of broadband service

Gigabit Internet
\$15 per mo.
SPEED INCLUDES:
1000 MBPS DOWNLOAD
1000 MBPS UPLOAD
Our Fastest Speed!

Home Area Network \$10 per mo.
Connect computers and devices to the Internet with no wires and no worries.
Wireless Router Setup & Support
Safe troublefree connectivity!
Includes setup of 5 Wi-Fi ready devices.

Add TiVo® \$22/mo.
Add TiVo® Mini in another room, only \$10/mo. per box

Smarter, Faster & Easier To Use.

- Multi-screen Experience TV's, Tablets & Phones
- Schedule Recordings
- Built-in Netflix app* No need to swap inputs!
- Voice Control Remote
- Smart Home Compatible

EPLUS TRIO
\$137.25 Per Month

CABLE TV

- Basic Service 20 Channels
- Expanded Service 61 Channels
- Watch TV Everywhere⁴ Watch anywhere you receive an Internet signal.

INTERNET¹

- 300 Mbps Download
- 300 Mbps Upload

TELEPHONE

- EPlus Telephone
- Voicemail
- Unlimited LD³
- Unlimited Local Calling
- Call Waiting (w/Caller ID)²
- Call Return
- Caller ID (w/Name)²
- Call Forward Busy
- Call Forward No Answer
- Remote Access Call Forwarding
- Speed Calling 30
- 3-Way Calling
- Anonymous Call Rejection
- Caller ID Delivery Block
- Call Return
- Call Forward Variable

EPLUS TRIO PREMIUM
\$220 Per Month

CABLE TV

- Basic Service 48 Channels
- Expanded Service 141 Channels
- Digital Tier 86 Channels
- Digital HD 6 Channels
- Premiums 145 Channels

INTERNET¹

- 300 Mbps Download
- 300 Mbps Upload

TELEPHONE

- EPlus Telephone
- Voicemail
- Unlimited LD³
- Unlimited Local Calling
- Call Waiting (w/Caller ID)²
- Call Return
- Caller ID (w/Name)²
- Call Forward Busy
- Call Forward No Answer
- Remote Access Call Forwarding
- Speed Calling 30
- 3-Way Calling
- Anonymous Call Rejection
- Caller ID Delivery Block
- Call Return
- Call Forward Variable

Wire Maintenance

*TiVo® Requires Home Area Network \$10/mo

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M-F 8am-6pm; Saturday 9am-1pm

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Pricing

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Cable TV Service | Color corresponds to the Channel LineUp.

Service Tiers

●	Basic Service	\$35.75	48 Channels (Basic + Digital ¹ , HD ² , and 4K ³)
●	Standard Service	\$94.25	189 Channels (Basic + Digital ¹ , HD ² , 4K ³ and Expanded + HD ² , 4K ³)
●	Digital Plus Service	\$16.50	86 Channels (101-159, 161 ¹ and Digital Plus HD ²) added to Basic Service.
●	Digital HDTV	\$8.75	6 HD Channels ² added to Basic HD and Expanded HD. <i>Over 60 HD channels!</i> <i>*Requires Basic & Expanded service (Standard) and HD Converter!</i>
●	HBO	\$19.75	14 Digital Channels (300-313) ¹ , 14 HD (800-813) ²
●	Cinemax	\$15.25	12 Digital Channels (325-336) ¹ , 12 HD (825-836) ²
●	EPIX	\$15	4 Digital Channels (340-343) ¹ , 4 HD (840-842, 844) ²
●	Showtime Unlimited	\$20	11 Digital Channels (350-371) ¹ , 22 HD (850-871) ²
●	Starz Super Pak	\$15.50	26 Digital Channels (375-400) ¹ , 26 HD (874-899) ²
*HBO/Cinemax/Showtime/TMC/Starz in HD: Included with Premium Movie & HD/Smart Box Converter subscription. Ask about HBO GO [®] , MAX GO [®] and STARZ Play [®] - FREE with your subscription.			
	TV Japan	\$25	1 HD Channel (872) ²

CABLE TV EQUIPMENT

HD Converter	\$10
<i>HD Box Converter (Includes HD, Electronic Program Guide & Stingray Music [Ch 901-950])</i>	
Smart Box HD/DVR Converter	\$22
<i>Smart Box Converter (Includes Electronic Program Guide, HD, Digital Video Recorder [DVR] & Stingray Music Channels 901-950)</i>	
TiVo[®]	\$22
<i>More powerful than a DVR. The watch-anything, go-anywhere TV solution. Record up to six HD shows at once, stream TV and recorded shows to your iOS device and more! *Requires EPlus Cable TV and Internet with Home Area Networking.</i>	
TiVo[®] Mini	\$10
<i>Connects to TiVo[®] and other DVRs for multi-room and live TV streaming. Provides access to Pandora[®], YouTube[™] and other broadband content. Streams music and photos from your home network and the web. *Requires Cable TV, TiVo[®], and Internet w/Home Area Network.</i>	
Cable Card	\$6

Internet Service³

Includes: Non Static IP, 5 Email Addresses, 100 Mb Email Storage with Spam & Virus Filtering

60 x 10 Mbps	\$60
300 x 300 Mbps	\$64.99
1000 x 1000 Mbps	\$79.99

NEW!
GIGABIT
High Speed Internet

INTERNET ADD-ONS

Home Area Network **\$10, \$15**

Connect your computers and other WiFi ready devices to the Internet from any room in your home with no wires and no worries. JEA will install a wireless router and connect up to 5 devices to EPlus Internet Service to ensure safe and trouble-free connectivity throughout your home.

\$10/mo for customers with EPlus 300, EPlus Gig, cable-internet, internet-phone, or any cable-internet-telephone package.

\$15/mo for customers with EPlus 60 or My Internet Primo 2.

Connect up to 5 WiFi ready devices. No equipment to buy for standard installations. A JEA service technician must install router. Price does not include Internet service. Additional labor and equipment may be needed to connect other devices or extend connectivity beyond the normal reach of the initial wireless device. Wireless adapters or cards are not included. Fees and taxes not included. Certain restrictions and limitations apply.

SERVICE OFFERS, OPTIONAL ADD-ONS & UPGRADES

\$20/additional outlet	Standard Add'l New Outlet, installed at same time as Primary Outlet (same trip)
\$35	Custom Installation (Internal Wall Fish)
\$50/outlet	Customer Installation (External Wall Fish, Special Locations)
\$50/hour	Premium Installation Computer Setup (Customer-Owned Equip.)
FREE	Initial Standard Basic Installation if you maintain active broadband service with us for 1 year.*

Free standard basic installation is limited to installations that do not exceed 150 feet from the curb to the premise and includes analog cable TV with inside wiring installed at the installer's discretion, telephone service connected to all existing phone jacks within the customer's home, and internet connected to one PC. The installation fee will only be waived if the service is retained active for a minimum period of 12 months continuous service. Early termination prior to the 12 month period will result in the fees being applied to your final telecommunications bill.

Telephone Service

EPlus Telephone	\$30	Unlimited Long Distance (applies anywhere in the continental U.S.) Unlimited Local Calling Voicemail Caller ID (w/Name) ⁴ Call Waiting (w/Caller ID) ⁴ 3-Way Calling, Call Forwarding Variable Call Return	Call Forward Busy Call Forward No Answer Remote Call Forwarding Speed Calling 30 Repeat Dialing Anonymous Call Rejection Caller ID Delivery Block
8-hr Backup	Free	Battery Backup included with telephone service.	
24-hr Backup	\$300	Battery Backup for telephone service (includes installation).	

TELEPHONE ADD-ONS

Directory Assistance, 411	\$2.25
Per call rate. Find out the number/address of a residence or business.	
Non Published/Non Listed	\$3.33
Number is <u>not listed</u> in phone book or directory assistance.	
Non Listed	\$1.73
Number is <u>not listed</u> in phone book, is <u>listed</u> in directory assistance.	

CONNECT WITH CABLE TV, INTERNET, PHONE HERE

AT JACKSON ENERGY AUTHORITY.



IT'S EASY.



(1) Requires a converter. (2) Requires HD converter or Smart Box converter. (3) High-speed Internet services are provided as best-effort services. Jackson Energy Authority does not guarantee bandwidth that customer receives. (4) You must provide the correct equipment (Caller ID display unit or phone with built-in display) to view Caller ID data. (5) 60 minutes free long distance calling is limited to the 48 contiguous United States. Long distance minutes in excess of 60 minutes each month will be billed at 6.9¢ per minutes rate. Unused free long distance minutes do not roll over to the next month. (6) Unlimited long distance calling is limited to the 48 contiguous United States. Long distance is billed at the per minute rate for long distance service over 1,500 minutes per month. Jackson Energy Authority local phone service is required to receive Unlimited Long Distance. Participation is subject to Jackson Energy Authority eligibility requirements. Monthly price shown is available to residential customers only and does not include taxes and fees. (7) Local number portability is not available to customers switching from a cellular service or certain VoIP services. (8) HD converter box required per TV for Multi-Room HD/DVR DCX700/DCX3300 services. Your Smart Box will be capable of sending an active stream to 3 other HD converter boxes simultaneously. (9) 4K content requires 4K TV & DCX900 TiVo box. Terms and conditions subject to change without notice. Prices and rates listed are per month. Fees and taxes not included. JEA is an equal opportunity employer. 050119

LOCAL SERVICE YOU CAN TRUST.

Unmatched Reliability

You can trust JEA with the utility and broadband services you depend on every day. Our goal is to be the most knowledgeable, highly-skilled and customer-focused workforce available. Part of this is our commitment to delivering dependable service and protecting your information.

Learn more about our policies, visit:
jaxenergy.com/broadband/policies

IT'S ALL ABOUT CONVENIENCE.

- One local call does it all.
- Get everything on your JEA bill.
- Free Installation for your Cable TV, Internet and Telephone services.

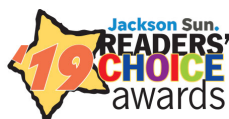
THE AREA'S FIRST AND ONLY 100% FIBER NETWORK.

What is Fiber?

JEA's telecom system, EPlus Broadband, is a glass fiber network delivering your video, Internet and telephone services. It's the area's first and only 100% fiber network offering the clearest reception, fastest speeds, and greatest reliability.

Replacing the need for copper wires, fiber allows for much higher bandwidth transmission and is often referred to as "future proof".

AWARD-WINNING SERVICE.



Best Cable TV
Best Internet
Best Home Phone

CableFax Magazine
2017 Independent Project
Launch of the Year

USignite
Designated Smart
Gigabit Community



2013 Chairman Award



2007 Excellence
and Innovation in
Communications for
the Public Good.

Broadband Properties Magazine
2005 Best FTTH Public Utility Network