

TriCoLink Service Fees

A clear reference for standard charges, equipment responsibilities, and payment fees.

Fee	Amount	When it applies
Late Payment Fee	\$5.00	Applied when payment is received after the due date.
Disconnect/Reconnect Fee	\$25.00	Applied when service is disconnected and reconnected for nonpayment.
Trip Fee	\$75.00	Applied when a technician must be dispatched for a customer-side issue or intentional damage.
Equipment Fee	\$200.00	Applied when a provided modem is lost, damaged, stolen, or not returned after disconnection.
Bad Check Fee	\$30.00	Applied when a check is returned for nonpayment.
Credit/Debit Card Convenience Fee	\$3.95	Charged per account for each \$300 payment increment when an applicable card-payment method is used.

Trip Fee Examples

- TriCoLink dispatches a technician to correct an issue on the customer's side of the equipment.
- TriCoLink dispatches a technician because of intentional fiber-wiring or equipment damage.

Important: The customer may also be charged for damaged equipment or materials.

Equipment Responsibility

TriCoLink provides each fiber and phone customer with one modem at the time of installation. The \$200 equipment fee may be charged if the modem is lost, damaged, stolen, or not returned after service is disconnected.

Returned Checks

Checks may be accepted for payment; however, a returned check results in a \$30 bad check fee. Service may be disconnected as provided by TriCoLink policy. If a customer has two or more returned checks within a six-month period, TriCoLink may refuse future check payments.

Internet & Phone Pricing

Starting prices for Tri-County Electric members and customers outside the cooperative's electric service territory.

Residential Internet and Phone Pricing

Service	Tri-County Electric Members	Non-Members
100 Mbps Internet	\$49.95/month	\$59.95/month
1 Gbps Internet	\$79.95/month	\$89.95/month
Managed Wi-Fi	\$4.95/month	\$4.95/month
Traditional Paper Bill	\$4.00/month	\$4.00/month
Residential Phone	\$29.95/month \$54.75/month when phone is the only service	\$39.95/month \$54.75/month when phone is the only service

Business Internet and Phone Pricing

Service	Tri-County Electric Members	Non-Members
100 Mbps Internet	\$79.95/month	\$129.95/month
500 Mbps Internet	\$249.95/month	\$299.95/month
1 Gbps Internet	\$449.95/month	\$499.00/month
Managed Wi-Fi	\$4.95/month	\$4.95/month
Traditional Paper Bill	\$4.00/month	\$4.00/month
Giga-Mesh Wi-Fi Extender	\$10.00/month per extender	\$10.00/month per extender
Static IP Address	\$15.00/month per IP address	\$15.00/month per IP address

Business pricing note: Pricing may be tailored to business needs. A TriCoLink representative will evaluate requirements and provide a customized quote.

Credit/Debit Card Convenience Fee

Use this guide to identify when the \$3.95 fee applies and which payment options remain fee-free.

Methods That Require the \$3.95 Convenience Fee

Payment Method	Fee?
Online portal payment with a credit or debit card	Yes
Mobile app payment with a credit or debit card	Yes
Automated phone-system payment with a credit or debit card	Yes
Phone payment with a representative using a credit or debit card	Yes
Kiosk payment with a credit or debit card	Yes

Methods That Do Not Require the \$3.95 Convenience Fee

Payment Method	Fee?
Auto Pay (online automatic/recurring monthly payment)	No
Face-to-face card payment at a TriCoLink office	No
Bank draft	No
e-Check/draft	No
In-person payment with cash, check, or money order	No
Online portal payment with e-check/draft	No
Mobile app payment with e-check/draft	No
Automated phone-system payment using check by phone	No
Phone payment with a representative using check by phone	No
Mail payment with check or money order	No
Drop-box payment with check or money order	No
Kiosk payment with cash or check	No
CheckOut payment at a Pay Where You Shop location*	No

***CheckOut note:** CheckOut retail locations do not charge the \$3.95 credit/debit card convenience fee; however, CheckOut payments have a separate \$1.50 retail transaction fee. Many participating locations accept cash payments only. Customers should be prepared to pay with cash when using this option.