



**Managed WiFi
Over-the-Phone Support**

	Basic WiFi Access	Level 1 Managed WiFi	Level 2 Managed WiFi	Level 3 Managed WiFi
	Free to All subscribers	\$3.95 per month on Preferred plan. All of the Basic support plus:	Free on Elite and Ultimate plans. All of the Basic and Level 1 support plus:	Free on Fiber Power plan and higher. All of the Basic, Level 1 & 2 support plus:
SSID (Network Name) support	✓	✓	✓	✓
SSID Password support	✓	✓	✓	✓
Verify Gateway is online and pingable	✓	✓	✓	✓
Visually check cable/line or port	✓	✓	✓	✓
Optimize port provisioning	✓	✓	✓	✓
Analyze user connection list (global IP duration)	✓	✓	✓	✓
Verify Gateway configuration	✓	✓	✓	✓
Verify Gateway firmware	✓	✓	✓	✓
Support qualified WiFi devices		✓	✓	✓
Change SSID for individual bands		✓	✓	✓
Modify security encryption and keys for SSID		✓	✓	✓
Manage dual bands of Gateway		✓	✓	✓
Optimize channel selection		✓	✓	✓
Modify channel width for optimal throughput		✓	✓	✓
802.11 mode changes to support b/g/n/ac		✓	✓	✓
Guest WLAN setup and configuration		✓	✓	✓
Subnet IP changes		✓	✓	✓
DNS server changes for DHCP		✓	✓	✓
Adjust customer firewall		✓	✓	✓
Static DHCP assignment		✓	✓	✓
WiFi mapping of the home at installation			✓	✓
1 annual WiFi mapping of the home upon request				✓

Managed WiFi

Service	Features	Plans (Landline & Stand Alone)	Monthly Rate	Internet PSOC
WiFi Access only	SSID (Network Name) Support SSID Password Support	Available on all plans	\$0	601-025
WiFi Access Opt-Out	Customer has requested that Pioneer disables WiFi Access on our equipment.	Available on all plans	\$0	601-027
Level 1 Managed WiFi	SSID (Network Name) Support SSID Password Support Over-the-phone support of listed devices, plus WiFi Access	Preferred	\$3.95	601-022
Level 2 Managed WiFi	SSID (Network Name) Support SSID Password Support Over-the-phone support of listed devices, plus level 1 support 1 WiFi map of the home, at installation	Elite Ultimate	Included Free	601-028
Level 3 Managed WiFi	SSID (Network Name) Support SSID Password Support Over-the-phone support of listed devices, plus level 2 support 1 Annual WiFi map of the home, upon request	Fiber Power Go Gig	Included Free	601-028

Additional Support Options:

Any supported device on the list will be supported as a one-off; no monthly subscription required **\$49.95 each** (Int. 601-025)

Customer requested in-home WiFi Map (Home Connections) **\$99.95 each** (HN0-009)

Over-the-Phone Supported Devices

Mobile Devices:

- Apple iPhone (4 or newer)
- Apple iPad
- Android Smartphones (Lollipop OS or newer)
- Amazon Kindles
- Chromebooks

Game Consoles:

- Sony Playstation 3, Playstation 4
- Microsoft Xbox 360, Microsoft Xbox One
- Access points sold through Pioneer's Home Connections

Computers:

- Desktop computers (Windows 7 or newer, Mac OS X)
- Laptops (Windows, Mac)

Streaming Devices:

- Smart TVs
- Roku
- Google Chromecast devices
- Apple TV
- Amazon Fire TV Stick