



Managed WiFi Support

**Basic
WiFi Access**
Free to All subscribers

**Level 1
Managed WiFi**
\$3.95 per month with
GoMax and GoFiber50
plans. Includes Basic
and Level 1 support.

**Level 2
Managed WiFi**
FREE on GoFiber150 and
GoGig. All of the Basic
and Level 1 support
plus:

	Basic WiFi Access Free to All subscribers	Level 1 Managed WiFi \$3.95 per month with GoMax and GoFiber50 plans. Includes Basic and Level 1 support.	Level 2 Managed WiFi <u>FREE</u> on GoFiber150 and GoGig. All of the Basic and Level 1 support plus:
<i>SSID (Network Name) support</i>	✓	✓	✓
<i>SSID Password support</i>	✓	✓	✓
<i>Verify Gateway is online and pingable</i>	✓	✓	✓
<i>Visually check cable/line or port</i>	✓	✓	✓
<i>Optimize port provisioning</i>	✓	✓	✓
<i>Analyze user connection list (global IP duration)</i>	✓	✓	✓
<i>Verify Gateway configuration</i>	✓	✓	✓
<i>Verify Gateway firmware</i>	✓	✓	✓
<i>Support qualified WiFi devices</i>		✓	✓
<i>Change SSID for individual bands</i>		✓	✓
<i>Modify security encryption and keys for SSID</i>		✓	✓
<i>Manage dual bands of Gateway</i>		✓	✓
<i>Optimize channel selection</i>		✓	✓
<i>Modify channel width for optimal throughput</i>		✓	✓
<i>802.11 mode changes to support b/g/n/ac</i>		✓	✓
<i>Guest WLAN setup and configuration</i>		✓	✓
<i>Subnet IP changes</i>		✓	✓
<i>DNS server changes for DHCP</i>		✓	✓
<i>Adjust customer firewall</i>		✓	✓
<i>Static DHCP assignment</i>		✓	✓
<i>WiFi mapping of the home at installation</i>			✓
<i>One annual home WiFi mapping, upon request</i>			✓

Managed WiFi Over-the-Phone Support

Service	Features	Plans (Landline & Stand Alone)	Monthly Rate	Pioneer billing code
WiFi Access only	SSID (Network Name) Support SSID Password Support	Available on all plans	\$0	601-036
WiFi Access Opt-Out	Customer has requested that Pioneer disables WiFi Access on our equipment.	Available on all plans	\$0	601-037
Level 1 Managed WiFi	SSID (Network Name) Support SSID Password Support Over-the-phone support of listed devices, plus WiFi Access	GoMax and GoFiber50	\$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 Annual WiFi map of the home, upon request	GoFiber150 and GoGig	Included Free	601-038

Additional Support Options:

Any supported device on the list will be supported as a one-off; no monthly subscription required
Customer requested in-home WiFi Map (Home Connections)

\$49.95 each (Int. 601-035)

\$99.95 each (HNO-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