

Communications Tech Support



(515) 295-6901
All Day - Everyday
Plus Holidays

Internet e Support:
<http://support.netamumail.com>

Lifeline

Low-Income Telephone or Broadband Internet Access Service Assistance Program or Lifeline is a federal program that assists qualified low-income lowans by providing a monthly reduction of \$9.25 on their local telephone bill or Broadband Internet Access Service (BIAS) bill. Please check with AMU for the Broadband Lifeline qualifications.

You may only receive low-income assistance from one wireline or wireless telephone provider, or one BIAS provider per household.

Contact AMU for more information on Lifeline.

Other Fees

Residential Trouble Charge Per Hour - Minimum 1 hour.....	\$45.00
Modem Setup Charge for Customer Pick Up.....	\$20.00
Residential Setup Fee Per Hour - Minimum 1 Hour.....	\$45.00
Residential Line Installation Charge Per Line - Coax/Cat 5..	\$50.00
Reconnection for Non Payment.....	\$50.00
Only during regular office hours.	
Return Check Fee.....	\$35.00
Late Payment Fee.....	\$7.50
Residential Transfer of Services.....	\$45.00

Also Available

- **Paperless Billing:** Requires active email address.
- **ACH Automatic Bank Pay**
- **Or pay online at www.netamu.com or use AMU's SmartHub App.**

Questions?

Contact AMU with any questions
you have about our services.

Office: 295-3584

AMU Offers Disability Accessibility
information for your telecommunications
on our website. We also offer Large Print
Bills, 411 Exemptions and others.

Contact AMU for more info.

AMU offers Snowbird Rates for vacationers
away from home for more than 30 days.

Ask for details.



Residential Internet/Phone Pricing Guide

Effective August 2020



Algona Municipal Utilities

104 W. Call St.

P.O. Box 10

Algona, Iowa 50511

295-3584

Fax: 515-295-3364

www.netamu.com



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High Speed Internet Rates

70 Mbps Dn / 5 Mbps Up	\$57.99 per mo.
150 Mbps Dn/10 Mbps Up	\$77.99 per mo.

Fiber To The Home Rates

(Where Available)

70 Mbps Dn/ 70 Mbps Up	\$57.99 per mo.
150 Mbps Dn/150 Mbps Up	\$77.99 per mo.
250 Mbps Dn/250 Mbps Up	\$87.99 per mo.

Enhance Your AMU Internet

Additional E-mail Account <i>(6th Mailbox & above)</i>	\$4.99
Static Reserved IP One Time Setup Fee	\$55.00
Static Reserved IPs (Monthly Charge) <i>(Includes 5 Static IPs)</i>	\$15.00
Password Genie	\$1.99

Security Coverage On-Line Backup

5 GB Backup	\$2.99
50 GB Backup	\$6.99
250 GB Backup	\$15.99

SecureIT Plus Security Converge Services

Fresh Start Installation per computer	\$29.99
Monthly Service per computer	\$5.99

Residential Phone Rates

Local Service	\$13.50 per line per month \$4.50 Fed Subscriber Line Chrg. \$1.00 E-911 Service per line Plus FUSC Charge and taxes
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*Long Distance 10¢ Plan	10¢ per minute anytime, anywhere within the Continental U.S. with no monthly charge, plus tax.
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*Long Distance 7¢ Plan	7¢ per minute anytime, anywhere within the Continental U.S plus \$3.00 per month charge, plus tax.
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*Long Distance Unlimited	\$25.00 Unlimited in Continental U.S., plus tax.
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*Long Distance Charges are above the monthly local charges.

Reasons To Choose AMU Telephone

- First-Time AMU Telephone Customers are not charged a fee when they switch from another provider, although a deposit may be required.
- You can keep your 295 prefix, or choose to take a new phone number with a 395 prefix.
- AMU has local employees providing quick and efficient service. Switching to AMU Telephone has a positive impact on our community.



Calling Features

<input type="checkbox"/> Anonymous Caller Rejection.....	\$3. ⁰⁰
<input type="checkbox"/> Auto Call Back/Last Call Return.....	\$3. ⁰⁰
<input type="checkbox"/> Auto Redial.....	\$3. ⁰⁰
<input type="checkbox"/> Business Call Forwarding - Busy Line.....	\$5. ⁸⁰
<input type="checkbox"/> Call Block/Call Rejection.....	\$4. ⁰⁰
<input type="checkbox"/> Call Forwarding Busy.....	\$1. ⁰⁰
<input type="checkbox"/> Call Forwarding - No Answer.....	\$1. ⁰⁰
<input type="checkbox"/> Call Forwarding - All Calls.....	\$3. ⁰⁰
<input type="checkbox"/> Call Forwarding - Remote.....	\$3. ⁰⁰
<input type="checkbox"/> Caller ID Blocking (per line).....	\$1. ⁰⁰
<input type="checkbox"/> Caller ID/Name & Number.....	\$4. ⁰⁰
<input type="checkbox"/> Caller ID/Call Waiting Combo.....	\$6. ⁰⁰
<input type="checkbox"/> Call Waiting/Cancel Call Waiting.....	\$4. ⁰⁰
<input type="checkbox"/> Distinctive Ringing.....	\$4. ⁰⁰
<input type="checkbox"/> Do Not Disturb.....	\$3. ⁰⁰
<input type="checkbox"/> Hunting.....	\$4. ⁰⁰
<input type="checkbox"/> Long Distance Alert.....	\$3. ⁰⁰
<input type="checkbox"/> Multi-Location Ringing.....	\$8. ⁰⁰
<input type="checkbox"/> Priority/Custom Ringing (12 #'s).....	\$4. ⁰⁰
<input type="checkbox"/> Select Call Acceptance.....	\$3. ⁰⁰
<input type="checkbox"/> Simultaneous Ringing.....	\$3. ⁰⁰
<input type="checkbox"/> Speed Dialing 8 Numbers.....	NC
<input type="checkbox"/> Speed Dialing 30 Numbers.....	\$3. ⁰⁰
<input type="checkbox"/> Telemarketing Screening.....	\$4. ⁰⁰
<input type="checkbox"/> Three-way Calling.....	\$3. ⁰⁰
<input type="checkbox"/> Toll Restriction - PIN.....	\$4. ⁰⁰
<input type="checkbox"/> Business Toll Restriction.....	\$4. ⁰⁰
<input checked="" type="checkbox"/> Residential Toll Restriction.....	\$1. ⁵⁰
<input type="checkbox"/> Voice Mail.....	\$3. ⁰⁰
<input type="checkbox"/> Additional Voice Mail.....	\$1. ⁰⁰
<input type="checkbox"/> Wake-Up Service.....	\$3. ⁰⁰
<input type="checkbox"/> Warm Line.....	\$3. ⁰⁰
<input type="checkbox"/> Wire Maintenance.....	\$3. ⁰⁰
<input type="checkbox"/> Business Directory Additional Listing.....	\$6. ⁰⁰
<input type="checkbox"/> Residential Directory Additional Listing.....	\$1. ⁵⁰