



Understanding fees charged is essential when considering FOCUS Broadband services. Below is a list of the most common fees associated with installation, equipment, maintenance, and/or additional services provided by FOCUS Broadband. Any additional fees may be found in the FOCUS Broadband Terms of Service or by request.

Most Frequently Used Fees:

RESIDENTIAL PREMISE VISIT	\$60.00
RESIDENTIAL TECH LABOR PER ½ HOUR	\$35.00
RECONNECTION CHARGE – DID NOT PAY	\$30.00
RECONNECTION CHARGE – GTD (VACATION DISCONNECT)	\$20.00
RESIDENTIAL WIFI DEVICE CONNECTION	\$6.00
NON-SUFFICIENT FUNDS SERVICE FEE	\$25.00
SERVICE ORDER CHARGE	\$7.00
RESIDENTIAL OUTLET CONNECTION	\$35.00
SERVICE CONNECTION SWITCH ONLY	\$21.10

FOCUS Broadband Customer Service:
910-754-4311 or 888-367-2862
Email: contact@focusbroadband.com
PO Box 3198, Shallotte, NC 28459

*Partial list of fees. Additional fees may be charged in some circumstances. Additional conditions may apply.