



# Packages

Call 731-422-7500, Click [www.eplusbroadband.com](http://www.eplusbroadband.com) or Visit Us to learn more!

JEA Customer Centers: 2030 Pleasant Plains Extended Jackson, TN 38305 | 351 Dr. Martin Luther King Jr. Drive Jackson, TN 38301  
M-F 8am-5pm M-F 8am-5pm



INTERNET	INTERNET	INTERNET	CABLE TV + INTERNET	CABLE TV + INTERNET
<b>EPlus 60 Internet</b> 60 Mbps Download 10 Mbps Upload	<b>EPlus 300 Internet</b> 300 Mbps Download 300 Mbps Upload	<b>EPlus Gig Internet</b> 1 Gbps Download 1 Gbps Upload	<b>EPlus Lite</b> 20+ Channels 300 Mbps Internet	<b>EPlus Duo</b> 80+ Channels 300 Mbps Internet
<b>\$60</b> per month	<b>\$49.99</b> * For 6 months	<b>\$64.99</b> * For 6 months	<b>\$105.25</b> per month	<b>\$161</b> per month
No Data Caps. Surf, stream, and upload all you want.	Standard Rate: \$64.99 per month	Standard Rate: \$79.99 per month	Cable Rate: \$49.86 Internet Rate: \$55.39	Cable Rate: \$108.42 Internet Rate: \$52.58
5 Email Addresses. FREE EPlus.net accounts.	No Data Caps. Surf, stream, and upload all you want.	Fastest Speed. Plenty of speed for multiple devices online.	20+ Channels in Basic Tier. Watch TV Everywhere. *Participating networks only.	20+ Channels in Basic Tier. 60+ Channels in Expanded Tier. Watch TV Everywhere. *Participating networks only.
100 Mb Email Storage. Includes spam and virus filtering.	5 Email Addresses. FREE EPlus.net accounts.	No Data Caps. Surf, stream, and upload all you want.	Internet speeds up to 300 Mbps download   300 Mbps upload	Internet speeds up to 300 Mbps download   300 Mbps upload
No Contracts.	100 Mb Email Storage. Includes spam and virus filtering.	5 Email Addresses. FREE EPlus.net email accounts.	No Data Caps. Surf, stream, and upload.	No Data Caps. Surf, stream, and upload.
	No Contracts.	100 Mb Email Storage. Includes spam and virus filtering.	5 Email Addresses. FREE EPlus.net accounts.	5 Email Addresses. FREE EPlus.net accounts.
 <b>SCAN QR CODE FOR INTERNET BROADBAND FACTS &amp; MORE</b>		No Contracts.	100 Mb Email Storage. Includes spam and virus filtering.	100 Mb Email Storage. Includes spam and virus filtering.
			No Contracts.	No Contracts.

## Broadband Facts

### Jackson Energy Authority EPLUS60/10

Fixed Broadband Consumer Disclosure

Monthly Price	\$60.00
This monthly price is an introductory rate	No
Time the introductory rate applies	n/a
Monthly price after the introductory rate	n/a
Length of contract	n/a

#### Additional Charges & Terms

Government Taxes:	Included
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#### Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.  
[https://www.eplusbroadband.com/images/uploads/broadband\\_resources/EPBB\\_PackagesPricing\\_LCA.pdf](https://www.eplusbroadband.com/images/uploads/broadband_resources/EPBB_PackagesPricing_LCA.pdf)

#### Speeds Provided with Plan

Typical Download Speed	54 Mbps
Typical Upload Speed	9 Mbps
Typical Latency	18 ms

Data Included with Monthly Price	n/a
Charges for Additional Data Usage	n/a

#### Network Management

<https://www.jaxenergy.com/images/uploads/resources/NetNeutralityDisclosures.pdf>

#### Privacy

<https://www.jaxenergy.com/images/uploads/resources/JEAPrivacyPolicy.pdf>

#### Customer Support

Phone: 731-422-7500  
Website: [www.jaxenergy.com](http://www.jaxenergy.com)

Learn more about the terms used on this label by visiting the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](http://fcc.gov/consumer)

Unique Plan Identifier: F0000027073000000000000003

## Broadband Facts

### Jackson Energy Authority EPLUS300

Fixed Broadband Consumer Disclosure

Monthly Price	\$49.99
This monthly price is an introductory rate	Yes
Time the introductory rate applies	6 Months
Monthly price after the introductory rate	\$64.99
Length of contract	n/a

#### Additional Charges & Terms

Government Taxes:	Included
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#### Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.  
[https://www.eplusbroadband.com/images/uploads/broadband\\_resources/EPBB\\_PackagesPricing\\_LCA.pdf](https://www.eplusbroadband.com/images/uploads/broadband_resources/EPBB_PackagesPricing_LCA.pdf)

#### Speeds Provided with Plan

Typical Download Speed	270 Mbps
Typical Upload Speed	270 Mbps
Typical Latency	18 ms

Data Included with Monthly Price	n/a
Charges for Additional Data Usage	n/a

#### Network Management

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#### Privacy

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[fcc.gov/consumer](http://fcc.gov/consumer)

Unique Plan Identifier: F0000027073000000000000004

## Broadband Facts

### Jackson Energy Authority EPLUSGIG

Fixed Broadband Consumer Disclosure

Monthly Price	\$64.99
This monthly price is an introductory rate	Yes
Time the introductory rate applies	6 Months
Monthly price after the introductory rate	\$79.99
Length of contract	n/a

#### Additional Charges & Terms

Government Taxes:	Included
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#### Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.  
[https://www.eplusbroadband.com/images/uploads/broadband\\_resources/EPBB\\_PackagesPricing\\_LCA.pdf](https://www.eplusbroadband.com/images/uploads/broadband_resources/EPBB_PackagesPricing_LCA.pdf)

#### Speeds Provided with Plan

Typical Download Speed	900 Mbps
Typical Upload Speed	900 Mbps
Typical Latency	18 ms

Data Included with Monthly Price	n/a
Charges for Additional Data Usage	n/a

#### Network Management

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Unique Plan Identifier: F0000027073000000000000005

#### Gigabit Offer:

Gigabit \$64.99/mo for 6 months offer is available to new Internet-only customers. Promotional offer expires April 30, 2025. Standard rate, \$79.99 per month, applies after 6-month promotional period.

#### 300 Mbps Offer:

EPlus 300 \$49.99/mo for 6 months offer is available to new Internet-only customers. Promotional offer expires April 30, 2025. Standard rate, \$64.99 per month, applies after 6-month promotional period. Cable TV: A standard converter, HD converter or Smart Box HD/DVR converter may be required to view the digital and/or HD channels included in each cable tier. Monthly price shown is available to residential customers only and does not include taxes and fees. Watch TV Everywhere: Limited to channels in your cable package. Network availability varies. Internet access is required. Wireless data charges may apply. Internet: High-speed Internet services are provided as best-effort services. Jackson Energy Authority does not guarantee bandwidth that customer receives. Gigabit Internet is 900x900 Mbps typical wired speeds on capable equipment. Home Area Network: Jackson Energy Authority will install Plume® SuperPods™ and give access to Plume Mobile App. Price does not include Internet service. Additional labor and equipment may be needed to connect other devices or extend connectivity beyond the normal reach of the initial SuperPod. EPlus Broadband is a division of Jackson Energy Authority. Early termination prior to a 12-month period of service will result in a \$100 standard installation fee applied to your final telecommunications bill. Participation is subject to Jackson Energy Authority eligibility requirements. Certain restrictions and limitations apply. Jackson Energy Authority is an equal opportunity employer. 04.01.24

# Pricing

cable tv | internet | telephone

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## CABLE TV SERVICES

### Service Tiers

Color Corresponds To The Channel LineUp. Rates Per Month.

<b>Basic Service</b>	<b>\$58.50</b>	50 Channels (Basic + Digital <sup>1</sup> , HD <sup>2</sup> , and 4K <sup>3</sup> )
<b>Standard Service</b>	<b>\$134</b>	200 Channels (Basic + Digital <sup>1</sup> , HD <sup>2</sup> , 4K <sup>3</sup> and Expanded + HD <sup>2</sup> , 4K <sup>3</sup> )
<b>Digital Plus Service</b>	<b>\$20</b>	106 Channels (101-159, 161-169 <sup>1</sup> , Digital Plus HD <sup>2</sup> ) added to Basic Service.
<b>Digital HDTV</b>	<b>\$9</b>	6 HD Channels <sup>2</sup> added to Basic HD + Expanded HD. Over 90 HD channels *Requires Basic & Expanded service (Standard) and HD Converter!
<b>HBO</b>	<b>\$23.75</b>	4 Digital Channels (300-313) <sup>1</sup> , 14 HD (800-813) <sup>2</sup>
<b>Cinemax</b>	<b>\$17</b>	12 Digital Channels (325-336) <sup>1</sup> , 12 HD (825-836) <sup>2</sup>
<b>MGM+</b>	<b>\$15</b>	4 Digital Channels (340-343) <sup>1</sup> , 4 HD (840-842,844) <sup>2</sup>
<b>Showtime Unlimited</b>	<b>\$24.50</b>	11 Digital Channels (350-371) <sup>1</sup> , 22 HD (850-871) <sup>2</sup>
<b>Starz Super Pak</b>	<b>\$17.75</b>	6 Digital Channels (375-400) <sup>1</sup> , 26 HD (874-899) <sup>2</sup>
*HBO/Cinemax/Showtime/TMC/Starz in HD: Included with Premium Movie & HD/Smart Box Converter subscription. Ask about HBO GO <sup>®</sup> , MAX GO <sup>®</sup> and STARZ Play <sup>®</sup> - FREE with your subscription.		
<b>Movie Plex</b>	<b>\$1</b>	1 HD Channel (822) <sup>2</sup>
<b>Indie Plex</b>	<b>\$1</b>	1 HD Channel (820) <sup>2</sup>
<b>Retro Plex</b>	<b>\$1</b>	1 HD Channel (821) <sup>2</sup>
<b>Starz Encore Espanol</b>	<b>\$1</b>	1 HD Channel (823) <sup>2</sup>

## CABLE TV EQUIPMENT

### \$10 HD Converter

HD Box Converter (Includes HD, Electronic Program Guide & Stingray Music [Ch 901-950])

### \$22 Smart Box HD/DVR Converter

Smart Box Converter (Includes Electronic Program Guide, HD, Digital Video Recorder [DVR] & Stingray Music Channels 901-950)

### \$23 TiVo<sup>®</sup>

More powerful than a DVR. The watch-anything, go-anywhere TV solution. Record up to six HD shows at once, stream TV and recorded shows to your iOS device and more! \*Requires EPlus Cable TV and Internet with Home Area Networking.

### \$10 TiVo<sup>®</sup> Mini

Connects to TiVo<sup>®</sup> and other DVRs for multi-room and live TV streaming. Provides access to Pandora<sup>®</sup>, YouTube<sup>™</sup> and other broadband content. Streams music and photos from your home network and the web. \*Requires Cable TV, TiVo<sup>®</sup>, and Internet w/Home Area Network.

### \$6 Cable Card

## SERVICE OFFERS, OPTIONAL ADD-ONS & UPGRADES

**\$50** ■ Standard Add'l New Outlet, installed at same time as Primary Outlet (same trip) (\$50 per additional outlet)

**\$75** ■ Custom Installation (Internal Wall Fish)

**\$125** ■ Customer Installation (External Wall Fish, Special Locations)

**FREE** ■ Initial Standard Basic Installation if you maintain active broadband service with us for 1 year.\*

Free standard basic installation is limited to installations that do not exceed 150 feet from the curb to the premise and includes analog cable TV with inside wiring installed at the installer's discretion, telephone service connected to all existing phone jacks within the customer's home, and internet connected to one PC. The installation fee will only be waived if the service is retained active for a minimum period of 12 months continuous service. Early termination prior to a 12 month period of service will result in a \$100 standard installation fee applied to your final telecommunications bill.

## INTERNET SERVICES

### INTERNET SPEEDS

Includes: Non Static IP, 5 Email Addresses, 100 Mb Email Storage with Spam & Virus Filtering

<b>60 x 10 Mbps</b>	<b>\$60</b>
<b>300 x 300 Mbps</b>	<b>\$64.99</b>
<b>1000 x 1000 Mbps</b>	<b>\$79.99</b>

BROADBAND  
FACTS 60:



BROADBAND  
FACTS 300:



BROADBAND  
FACTS GIG:



### INTERNET ADD-ONS

#### Home Area Network \$10, \$15

Connect your computers and other Wi-Fi ready devices to the Internet from any room in your home with no wires and no worries. JEA will install a wireless router and connect up to 5 devices to EPlus Internet Service to ensure safe and trouble-free connectivity throughout your home.

- \$10/mo for customers with EPlus 300, EPlus Gig, cable-internet, internet-phone, or any cable-internet-telephone package.
- \$15/mo for customers with EPlus 60 or My Internet Primo 2

Connect up to 5 WiFi ready devices. No equipment to buy for standard installations. A JEA service technician must install router. Price does not include Internet service. Additional labor and equipment may be needed to connect other devices or extend connectivity beyond the normal reach of the initial wireless device. Wireless adapters or cards are not included. Fees and taxes not included. Certain restrictions and limitations apply.

## TELEPHONE SERVICES

### EPLUS TELEPHONE

**\$30 per month. Includes:**

Unlimited Long Distance (Applies Anywhere In The Continental U.S.)  
Unlimited Local Calling  
Voicemail  
Caller ID (w/Name)<sup>4</sup>  
Call Waiting (w/Caller ID)<sup>4</sup>  
3-Way Calling, Call Forwarding Variable  
Call Return  
Call Forward Busy  
Call Forward No Answer  
Remote Call Forwarding  
Speed Calling 30  
Repeat Dialing  
Anonymous Call Rejection  
Caller ID Delivery Block

### TELEPHONE ADD-ONS

#### Directory Assistance, 411 \$2.25

Per call rate. Find out the number/address of a residence or business.

#### Non Published/Non Listed \$3.33

Number is not listed in the phone book or directory assistance.

#### Non Listed \$1.73

Number is not listed in phone book, is listed in directory assistance.

- **8 HR Backup** | Battery Backup Included With Telephone Service. (FREE)
- **24 HR Backup** | Battery Backup For Telephone Service (\$300 Includes Installation)

\*See back for details and eligibility requirements. Rates Effective 04.01.24

# Connect With Cable TV, Internet, Phone Here!

## Includes Jackson Energy Authority Local Service and Support



### LOCAL SERVICE YOU CAN TRUST

You can trust JEA with the utility and broadband services you depend on every day. Our goal is to be the most knowledgeable, highly-skilled and customer-focused workforce available. Part of this is our commitment to delivering dependable service and protecting your information. Learn more about our policies, visit: [www.jaxenergy.com/legal](http://www.jaxenergy.com/legal)

### THE AREA'S FIRST AND ONLY 100% FIBER NETWORK

What Is Fiber? JEA's telecom system, EPlus Broadband, is a glass fiber network delivering your video, internet, and telephone services. It's the area's first and only 100% fiber network offering the clearest reception, fastest speeds, and greatest reliability. Replacing the need for copper wires, fiber allows for much higher bandwidth transmission and it's often referred to as "future proof".

### It's All About Convenience.

- 731.422.7500 - One call does it all.
- Get everything on your JEA bill.
- Free installation for your Cable TV, Internet and Telephone Services.



Broadband®

Award Winning  
Service

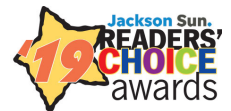


**Top 3 Fastest Internet Provider**  
Tennessee, Mid-Sized Provider Category

**Top 10 Fastest Internet Provider**  
Nationwide, Mid-Sized Provider Category

**Top 10 Fastest Fiber Provider**  
Nationwide, Mid-Size Provider Category

**CableFax Magazine 2017**  
Independent Project Launch of the Year



**Best Cable TV | Best Internet**  
**Best Home Phone**



**2013 Chairman Award**



Designated Smart  
Gigabit Community



**2007 Excellence and Innovation in  
Communications for the Public Good.**

### Broadband Facts

#### Jackson Energy Authority

EPLUS60/10

Fixed Broadband Consumer Disclosure

Monthly Price	\$60.00
This monthly price is an introductory rate	No
Time the introductory rate applies	n/a
Monthly price after the introductory rate	n/a
Length of contract	n/a

#### Additional Charges & Terms

Government Taxes:	Included
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#### Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.  
[https://www.eplusbroadband.com/images/uploads/broadband\\_resources/EPBB\\_PackagesPricing\\_LCA.pdf](https://www.eplusbroadband.com/images/uploads/broadband_resources/EPBB_PackagesPricing_LCA.pdf)

#### Speeds Provided with Plan

Typical Download Speed	54 Mbps
Typical Upload Speed	9 Mbps
Typical Latency	18 ms

Data Included with Monthly Price	n/a
Charges for Additional Data Usage	n/a

#### Network Management

<https://www.jaxenergy.com/images/uploads/resources/NetNeutralityDisclosures.pdf>

#### Privacy

<https://www.jaxenergy.com/images/uploads/resources/JEAPrivacyPolicy.pdf>

#### Customer Support

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Website: [www.jaxenergy.com](http://www.jaxenergy.com)

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[fcc.gov/consumer](http://fcc.gov/consumer)

Unique Plan Identifier: F0000027073000000000000003

### Broadband Facts

#### Jackson Energy Authority

EPLUS300

Fixed Broadband Consumer Disclosure

Monthly Price	\$49.99
This monthly price is an introductory rate	Yes
Time the introductory rate applies	6 Months
Monthly price after the introductory rate	\$64.99
Length of contract	n/a

#### Additional Charges & Terms

Government Taxes:	Included
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#### Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.  
[https://www.eplusbroadband.com/images/uploads/broadband\\_resources/EPBB\\_PackagesPricing\\_LCA.pdf](https://www.eplusbroadband.com/images/uploads/broadband_resources/EPBB_PackagesPricing_LCA.pdf)

#### Speeds Provided with Plan

Typical Download Speed	270 Mbps
Typical Upload Speed	270 Mbps
Typical Latency	18 ms

Data Included with Monthly Price	n/a
Charges for Additional Data Usage	n/a

#### Network Management

<https://www.jaxenergy.com/images/uploads/resources/NetNeutralityDisclosures.pdf>

#### Privacy

<https://www.jaxenergy.com/images/uploads/resources/JEAPrivacyPolicy.pdf>

#### Customer Support

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Unique Plan Identifier: F0000027073000000000000004

### Broadband Facts

#### Jackson Energy Authority

EPLUSGIG

Fixed Broadband Consumer Disclosure

Monthly Price	\$64.99
This monthly price is an introductory rate	Yes
Time the introductory rate applies	6 Months
Monthly price after the introductory rate	\$79.99
Length of contract	n/a

#### Additional Charges & Terms

Government Taxes:	Included
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#### Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment like modems and routers.  
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#### Speeds Provided with Plan

Typical Download Speed	900 Mbps
Typical Upload Speed	900 Mbps
Typical Latency	18 ms

Data Included with Monthly Price	n/a
Charges for Additional Data Usage	n/a

#### Network Management

<https://www.jaxenergy.com/images/uploads/resources/NetNeutralityDisclosures.pdf>

#### Privacy

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Unique Plan Identifier: F0000027073000000000000005

Gigabit Offer: Gigabit \$64.99/mo for 6 months offer is available to new Internet-only customers. Promotional offer expires April 30, 2025. Standard rate, \$79.99 per month, applies after 6-month promotional period. 300 Mbps Offer: EPlus 300 \$49.99/mo for 6 months offer is available to new Internet-only customers. Promotional offer expires April 30, 2025. Standard rate, \$64.99 per month, applies after 6-month promotional period. (1) Requires a converter. (2) Requires HD converter or Smart Box converter. (3) High-speed Internet services are provided as best-effort services. Monthly price shown is available to residential customers only and does not include taxes and fees. Jackson Energy Authority does not guarantee bandwidth that customer receives. Gigabit Internet is 900x900 Mbps typical wired speeds on capable equipment. (4) You must provide the correct equipment (Caller ID display unit or phone with built-in display) to view Caller ID data. (5) 60 minutes free long distance calling is limited to the 48 contiguous United States. Long distance minutes in excess of 60 minutes each month will be billed at 6.9¢ per minutes rate. Unused free long distance minutes do not roll over to the next month. (6) Unlimited long distance calling is limited to the 48 contiguous United States. Long distance is billed at the per minute rate for long distance service over 1,500 minutes per month. Jackson Energy Authority local phone service is required to receive Unlimited Long Distance. Participation is subject to Jackson Energy Authority eligibility requirements. (7) Local number portability is not available to customers switching from a cellular service or certain VoIP services. (8) HD converter box required per TV for Multi-Room HD/DVR DCX700/DCX3300 services. Your Smart Box will be capable of sending an active stream to 3 other HD converter boxes simultaneously. (9) 4K content requires 4K TV & DCX900 TiVo box. Terms and conditions subject to change without notice. Prices and rates listed are per month. Fees and taxes not included. JEA is an equal opportunity employer. 04012024