



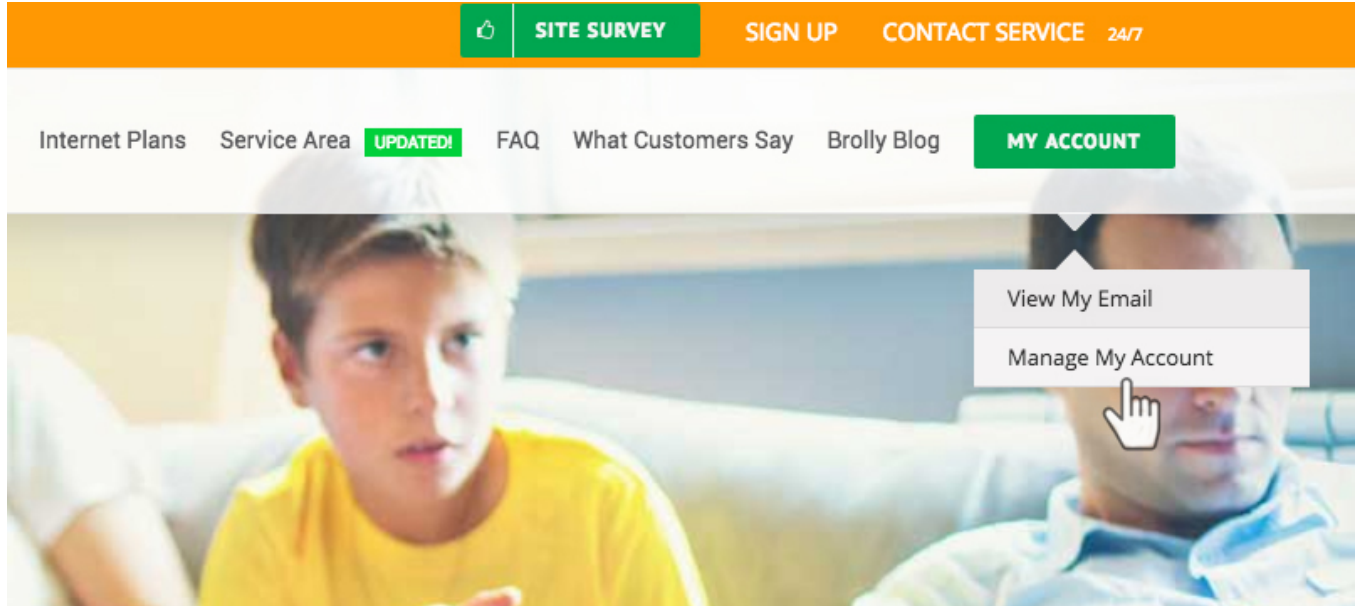
## How to Access Your GoBrolly® Internet Account

Let's say you just finished signing up for GoBrolly® Internet and your kids come home for summer break, or you head south during the winter. Can you upgrade or change your plan? Absolutely. You can also pay your bill online, update your account details, check your statements and check your usage. Below is a step-by-step tutorial on how to access your GoBrolly® Internet account.

### Step #1:

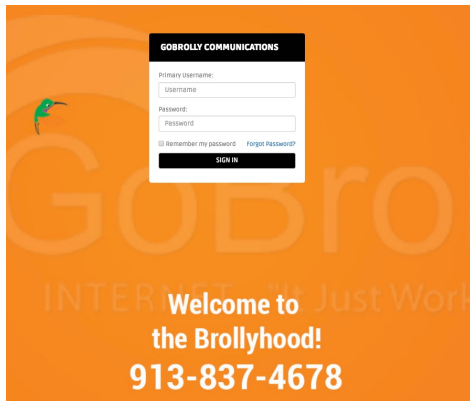
Go to the GoBrolly® website: <https://gobrolly.com/>.

In the right-hand corner, select **MY ACCOUNT** then select from the drop down, **MANAGE MY ACCOUNT**.



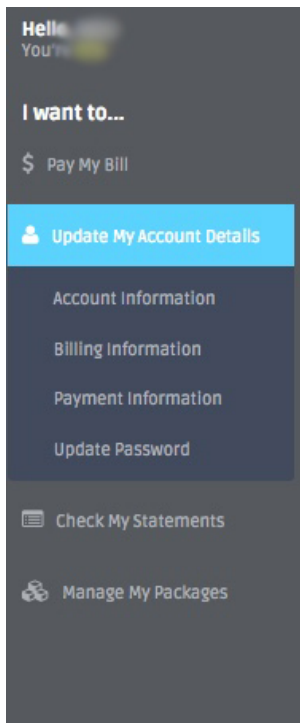
## Step #2:

Login with your username and password that was given to you during the installation process. If you do not remember your username and password, please contact us at 913.837.4678 and we will be happy to help you with that.



## Step #3

Once you login, the menu on the left-hand side will show your options:



# How to Change Your GoBrolly® Internet Package

Go to *Manage My Packages* and select **UPGRADE** from the dropdown list.

The screenshot shows the 'Upgrade / Modify My Package' interface. On the left, the 'Current Package' is 'GoBrolly Better For Video' at \$49.95/mo. The pricing details are: Monthly: \$49.95, Quarterly: \$142.36, Semi-Annually: \$269.73, Annually: \$539.46. It includes 1 Email and 1 Wireless service. The package description states it's for video use with 1080p HD 60 fps video, 9 Mbps download, 4.5 Mbps upload, and unlimited data (first 135 GB included). Wireless speed limits are 9.9 Mbps down and 4.9 Mbps up. Usage-based billing is \$0.99 per GB extra.

On the right, a list of available packages is shown, sorted by price from low to high. The packages include: GoBrolly Basic Video (\$29.95), GoBrolly Basic Video XD (\$34.95), GoBrolly Two User Internet (\$39.95), GoBrolly Two User Internet XD (\$44.95), GoBrolly Better for Video XD (\$59.95), GoBrolly Home Office (\$69.95), GoBrolly Better for Video XXX (\$69.95), GoBrolly Home Office XD (\$79.95), GoBrolly Better for Video Eagle (\$79.95), GoBrolly Home Office XXX (\$89.95), GoBrolly Better for Video Eagle XD (\$89.95), GoBrolly Family of Four (\$89.95), GoBrolly Better for Video Eagle XXX (\$99.95), GoBrolly Home Office Eagle (\$99.95), GoBrolly Family of Four XD (\$99.95), GoBrolly Home Office Eagle XD (\$109.95), GoBrolly Streaming Plus (\$109.95), GoBrolly Family of Four XXX (\$109.95), GoBrolly Better for Video Special (\$109.95), GoBrolly Family of Four Eagle (\$119.95), and GoBrolly Streaming Plus XD (\$119.95).

There you will see your current package on the left, and the ability to choose from a variety of speeds and dataplans on the right. (Our example shows that the Customer has Better-for-Video as the current package.)

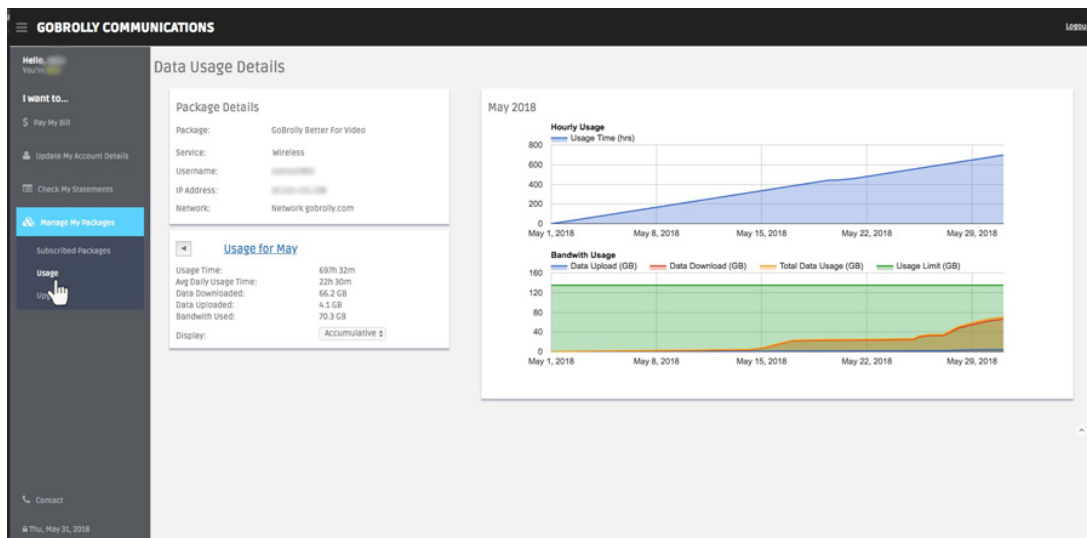
Select the one you want to change over to and click **REQUEST UPGRADE**. (Our example shows that the Customer wants to upgrade to GoBrolly® Home Office.)

This screenshot is similar to the first one, but the 'GoBrolly Home Office - \$69.95 per month' package is selected and highlighted. The pricing details for this package are: Monthly: \$69.95, Quarterly: \$199.36, Annually: \$799.46. It includes 1 Email and 1 Wireless service. The package description states it's for home, office, or cloud backup use with 1080p HD 60 fps video, 12 Mbps download, 6 Mbps upload, and unlimited data (first 180 GB included). Wireless speed limits are 13 Mbps down and 6.6 Mbps up. Usage-based billing is \$0.99 per GB extra. A blue 'Request Upgrade' button is highlighted with a mouse cursor.

Your request will be received by our office and your speeds and data will change. This process could take up to several hours, but if the request is made during the office hours of 8:00 a.m. to 5:00 p.m., you might see it update immediately.

## How to Check Your GoBrolly® Data Usage

Go to *Manage My Packages* and select **USAGE** from the dropdown list. Here is where you will see your data usage with a graph on the right showing hours and bandwidth. Bandwidth includes Uploads and Downloads. With the example we are using here, you can see that May 15 there was an increase in data being used which is why the Customer chose to upgrade the account for just \$10.00 more a month.



Hey, we know that life happens. So we have made it easy for you to change your package at any time. And of course, if you have any questions you can call our office at 913.837.4678.