

# Verizon Whole-Home Wi-Fi and Verizon Whole-Home Wi-Fi Plus

## 1. General Description.

1.1 General: Verizon Whole-Home Wi-Fi allows customers to enjoy Wi-Fi coverage throughout the home, especially when there is a need to cover larger homes or overcome obstacles like brick and concrete walls, by providing an applicable, Verizon-selected Fios router unit together with up to one compatible, Verizon-selected Fios extender unit (when needed) and access to the Wi-Fi Health check tool. Verizon Whole-Home Wi-Fi Plus provides an applicable, Verizon-selected Fios router unit together with up to three compatible, Verizon-selected Fios extender units. With Verizon Whole-Home Wi-Fi or Verizon Whole-Home Wi-Fi Plus, get coverage, even in those hard to reach places.

1.2 Additional information: Link to support Pages:

<https://www.verizon.com/support/residential/internet/whole-home-wi-fi>

Link to Fios Internet Landing Page: <https://www.verizon.com/home/internet/>

## 2. Eligibility and Plan Descriptions

2.1 General: Verizon Whole-Home Wi-Fi and Verizon Whole Home Wi-Fi Plus is available to customers who subscribe to our eligible Fios Home Internet plans.

2.2 Verizon Whole-Home Wi-Fi. Verizon Whole-Home Wi-Fi includes the applicable Fios router unit and up to one (1) Fios extender unit. A Wi-Fi extender will be provided, at no cost, to a customer who receives Verizon Whole-Home Wi-Fi service included as part of their internet service plan, as may be needed based on the analysis performed by the Wi-Fi Health Check tool. A Wi-Fi extender will be provided, at no cost, to a customer who receives Verizon Whole-Home Wi-Fi service included as part of their internet service plan at the customer's request if the customer is experiencing a Wi-Fi performance issue, unless the customer has already received a Wi-Fi extender, at no cost, with their Verizon Whole-Home Wi-Fi service. A customer who purchases Verizon Whole-Home Wi-Fi as an add-on service to their internet service plan will be sent a Wi-Fi extender, at no cost, at their time of purchase, regardless of current Wi-Fi Health Check results.

2.3 Verizon Whole-Home Wi-Fi Plus. Verizon Whole-Home Wi-Fi Plus includes the applicable Fios router unit and up to three (3) Fios extender units. A customer who purchases Verizon Whole-Home Wi-Fi Plus as an add-on service will be provided two (2) extenders at their time of purchase. After the two (2) extenders provided at the time of purchase have been installed, a third extender will be provided, at no cost, to a Verizon Whole-Home Wi-Fi Plus customer, as needed based on the analysis performed by the Wi-Fi Health Check tool, or at the customer's request if they are experiencing a Wi-Fi performance issue. Customers who

subscribed to a Verizon 2 Gig Fios Home Internet plan prior to June 26, 2024, received Verizon Whole-Home Wi-Fi Plus included at no additional cost with their service. A customer who received Verizon Whole-Home Wi-Fi Plus service included as part of a qualifying service plan they purchased prior to June 26, 2024, may receive up to three (3) Wi-Fi extenders, at no cost, on an as-needed basis, in accordance with these terms and conditions.

**2.4 Included with Internet Plan:** Customers who subscribe to our 1 Gig or 2 Gig Fios Home Internet plan will receive Verizon Whole-Home Wi-Fi included at no additional cost with their service.

**2.5 Add-on Purchase:** Customers on other eligible Fios Home Internet plans can purchase Verizon Whole-Home Wi-Fi for a cost of \$10/month in addition to the cost of their internet plan.. Customers on a Fios 1 Gig or Fios 2 Gig plan can purchase Whole-Home Wi-Fi Plus for \$5/month. Customers on any other eligible Fios Home Internet Plan can purchase Whole-Home Wi-Fi Plus or for \$15/month.

**2.6 Plan Requirement:** Verizon Whole-Home Wi-Fi and Verizon Whole-Home Wi-Fi Plus require new or existing customers to subscribe to an eligible Fios Home Internet plan.

### **3. Wi-Fi Performance Tool**

**Wi-Fi Health Check Tool:** The Wi-Fi Health Check tool monitors the performance of your Wi-Fi to ensure you are receiving optimal performance and coverage. It checks the strength of the WiFi connection between your router and connected devices, and indicates if an extender is recommended. The Wi-Fi Health Check is offered with privacy and security by design and only analyzes devices that you've connected to your home router. It will not access or analyze device internet activity. If additional extenders are recommended by the Wi-Fi Health check beyond the number of extenders included in your Whole Home Wi-Fi or Whole-Home Wi-Fi Plus service, they may be purchased or rented at standard rates.

### **4. Equipment Ownership; Plan Changes.**

**4.1 Ownership:** Verizon owns all the equipment sent to you as part of the Verizon Whole-Home Wi-Fi or Verizon Whole-Home Wi-Fi Plus Service and allows you to use the applicable Fios router unit and applicable Fios extender units as long as you subscribe to Verizon Whole-Home Wi-Fi or Verizon Whole-Home Wi-Fi Plus and/or an eligible Fios Home Internet plan. If you cancel your Verizon Whole-Home Wi-Fi or Verizon Whole-Home Wi-Fi Plus subscription and/or your eligible Verizon Fios Home Internet plan, you will be required to return all Verizon router(s) and Fios extender units within 30 days, as instructed by Verizon, or you will be charged for the equipment.

4.2 Changing Plan: If Verizon Whole-Home Wi-Fi or Verizon Whole-Home Wi-Fi Plus is included in your Internet plan and you downgrade service to a plan that does not include Verizon WholeHome Wi-Fi or Verizon Whole-Home Wi-Fi Plus, you will be billed for the service unless you contact our customer support team to have the service removed from your account. If you are currently paying for Verizon Whole-Home Wi-Fi service, but upgrade your plan to one that includes Verizon Whole-Home Wi-Fi, you will no longer be charged for Verizon Whole-Home Wi-Fi.

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