

# TeleCorp Plans and Services - Complete Guide

TeleCorp - Customer Support

## Residential Internet Plans

### Basic Internet - 25 Mbps

Perfect for light internet users

#### Features:

- **Download Speed:** Up to 25 Mbps
- **Upload Speed:** Up to 3 Mbps
- **Data Allowance:** Unlimited
- **WiFi Router:** Included (rental)
- **Installation:** Free standard installation

**Price:** \$39.99/month

**Contract:** 12-month agreement

**Promotional Price:** \$29.99/month for first 12 months

#### Best for:

- 1-2 users
- Basic web browsing and email
- Social media
- Light streaming (1 SD stream)
- Smart home devices

#### Not ideal for:

- Multiple HD streams
- Large file downloads
- Video conferencing
- Online gaming

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### Standard Internet - 100 Mbps

Our most popular residential plan

#### Features:

- **Download Speed:** Up to 100 Mbps
- **Upload Speed:** Up to 10 Mbps
- **Data Allowance:** Unlimited
- **WiFi Router:** Advanced router included
- **Installation:** Free standard installation
- **Security Suite:** Basic antivirus included

**Price:** \$59.99/month

**Contract:** 12-month agreement

**Promotional Price:** \$49.99/month for first 12 months

**Best for:**

- 3-4 users
- Multiple device usage
- HD streaming (2-3 streams)
- Video calls and conferencing
- Online learning
- Remote work (basic)

**Includes:**

- 24/7 technical support
  - Email accounts (5 included)
  - Basic parental controls
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## **Premium Internet - 300 Mbps**

### **High-speed for power users**

**Features:**

- **Download Speed:** Up to 300 Mbps
- **Upload Speed:** Up to 30 Mbps
- **Data Allowance:** Unlimited
- **WiFi Router:** Premium dual-band router
- **Installation:** Free professional installation
- **Security Suite:** Advanced security package
- **Priority Support:** Faster customer service

**Price:** \$79.99/month

**Contract:** 12-month agreement

**Promotional Price:** \$69.99/month for first 12 months

**Best for:**

- 5+ users or large households
- Multiple 4K streams

- Heavy downloading/uploading
- Serious gaming
- Multiple remote workers
- Smart home automation

**Premium Features:**

- Advanced parental controls
  - Guest network setup
  - Priority network traffic
  - Enhanced WiFi coverage
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## **Gigabit Internet - 1000 Mbps**

**Ultimate speed for demanding users**

**Features:**

- **Download Speed:** Up to 1000 Mbps (1 Gig)
- **Upload Speed:** Up to 100 Mbps
- **Data Allowance:** Unlimited
- **WiFi Router:** Premium tri-band router
- **Installation:** Free premium installation
- **Security Suite:** Complete protection package
- **White Glove Support:** Dedicated support team

**Price:** \$99.99/month

**Contract:** 12-month agreement

**Promotional Price:** \$89.99/month for first 12 months

**Best for:**

- Large families (6+ users)
- Multiple 4K streaming devices
- Professional content creators
- Gamers and streamers
- Home offices with high demands
- Future-proofing your connection

**Gigabit Exclusive Features:**

- Mesh network setup included
  - Professional WiFi optimization
  - Device prioritization
  - Unlimited cloud storage (100GB)
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# Residential Phone Plans

## Home Phone Basic

Traditional landline service

**Features:**

- **Unlimited local calls**
- **500 long distance minutes** included
- **Caller ID and Call Waiting**
- **Voicemail** (20 messages)
- **Emergency 911 service**

**Price:** \$24.99/month

**Setup Fee:** \$19.99 (waived with internet bundle)

**Includes:**

- Free calls to TeleCorp mobile numbers
- Basic call management features
- Reliable backup during power outages

## Home Phone Plus

Enhanced home phone features

**Features:**

- **Unlimited local and long distance**
- **Advanced Caller ID** with name display
- **Enhanced Voicemail** (unlimited messages)
- **Call Forwarding and Blocking**
- **Three-way calling**
- **Speed dial (30 numbers)**

**Price:** \$34.99/month

**Setup Fee:** Free with any internet plan

**Premium Features:**

- Voicemail to email
  - Online call management
  - Mobile app integration
  - International calling discounts
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# Mobile Phone Plans

## Mobile Basic - Individual

**Essential mobile service**

**Features:**

- **Unlimited talk and text**
- **5GB high-speed data**
- **Unlimited data** (throttled after 5GB)
- **Mobile hotspot:** 1GB included
- **International texting** to 200+ countries

**Price:** \$35/month per line

**Family Plans:** Save \$5 per line (2+ lines)

**Network:**

- 5G access included
- 99% nationwide coverage
- Roaming in Canada and Mexico

## Mobile Standard - Individual

**Perfect balance of features and value**

**Features:**

- **Unlimited talk and text**
- **15GB high-speed data**
- **Unlimited data** (throttled after 15GB)
- **Mobile hotspot:** 5GB included
- **HD streaming** included
- **International calls:** 100 minutes to select countries

**Price:** \$50/month per line

**Family Plans:** Save \$10 per line (2+ lines)

**Extras Included:**

- Premium voicemail
- Spam call blocking
- Cloud backup (15GB)
- Music streaming (doesn't count against data)

## Mobile Premium - Individual

**Unlimited everything for heavy users**

### Features:

- **Unlimited talk and text**
- **Unlimited high-speed data**
- **No throttling** on premium network
- **Mobile hotspot:** 25GB high-speed
- **4K streaming** included
- **International roaming:** 10GB in 200+ countries

**Price:** \$70/month per line

**Family Plans:** Save \$15 per line (2+ lines)

### Premium Perks:

- Priority network access
  - Premium streaming services included
  - 50GB cloud storage
  - Device insurance discount
  - 24/7 premium support
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## Bundle Packages

### Internet + Phone Bundle

**Save when you combine services**

#### Popular Combinations:

##### Basic Bundle

- Standard Internet (100 Mbps) + Home Phone Basic
- **Regular Price:** \$84.98/month
- **Bundle Price:** \$74.99/month
- **You Save:** \$9.99/month

##### Premium Bundle

- Premium Internet (300 Mbps) + Home Phone Plus
- **Regular Price:** \$114.98/month
- **Bundle Price:** \$99.99/month
- **You Save:** \$14.99/month

##### Gigabit Bundle

- Gigabit Internet (1000 Mbps) + Home Phone Plus
- **Regular Price:** \$134.98/month
- **Bundle Price:** \$119.99/month

- **You Save:** \$14.99/month

## **Triple Play - Internet + Phone + Mobile**

### **Maximum savings for complete service**

#### **Family Connect Package**

- Standard Internet (100 Mbps)
- Home Phone Plus
- 2 Mobile Standard lines
- **Regular Price:** \$184.97/month
- **Bundle Price:** \$159.99/month
- **You Save:** \$24.98/month

#### **Ultimate Family Package**

- Gigabit Internet (1000 Mbps)
  - Home Phone Plus
  - 4 Mobile Premium lines
  - **Regular Price:** \$434.95/month
  - **Bundle Price:** \$349.99/month
  - **You Save:** \$84.96/month
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## **Business Plans**

### **Small Business Internet**

#### **Business 50**

- **Speed:** 50 Mbps down / 10 Mbps up
- **Price:** \$69.99/month
- **Features:** Static IP, 99.9% uptime SLA, 24/7 support

#### **Business 100**

- **Speed:** 100 Mbps down / 20 Mbps up
- **Price:** \$99.99/month
- **Features:** 5 static IPs, priority support, backup connection

#### **Business 500**

- **Speed:** 500 Mbps down / 100 Mbps up
- **Price:** \$199.99/month
- **Features:** Dedicated connection, managed router, on-site support

### **Business Phone Systems**

## Basic Office Phone

- **Price:** \$29.99/month per line
- **Features:** Unlimited calling, voicemail, auto-attendant

## Advanced Business Phone

- **Price:** \$39.99/month per line
- **Features:** Video conferencing, mobile integration, call analytics

## Enterprise Communication Suite

- **Price:** Custom pricing
  - **Features:** Full UCaaS solution, dedicated account manager
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# Add-On Services

## Equipment and Installation

### Router Rental

- Basic Router: \$5.99/month
- Advanced Router: \$9.99/month
- Premium Router: \$12.99/month
- Mesh System: \$15.99/month

### Professional Installation

- Standard Installation: Free (with 12-month contract)
- Premium Installation: \$99.99
- Whole Home WiFi Setup: \$149.99
- Smart Home Integration: \$199.99

## Technical Support Services

### Basic Support

- Included with all plans
- Phone and chat support
- Online troubleshooting guides

### Premium Support

- \$9.99/month additional
- Priority queue access
- Advanced technical assistance
- Remote device troubleshooting



## **White Glove Support**

- \$19.99/month additional
- Dedicated support team
- Same-day callback guarantee
- On-site visits included (2 per year)

## **Security and Protection**

### **Basic Security Suite**

- Included with Standard+ internet plans
- Antivirus protection
- Basic firewall
- Parental controls

### **Advanced Security Package**

- \$7.99/month additional
- Identity theft protection
- VPN service
- Advanced malware protection
- Password manager

### **Complete Protection Suite**

- \$14.99/month additional
  - Everything in Advanced package
  - Device insurance
  - Data backup service
  - 24/7 security monitoring
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## **International Services**

### **International Calling**

#### **International Basic**

- \$9.99/month
- 100 minutes to 30+ countries
- Reduced per-minute rates to 200+ countries

#### **International Plus**

- \$19.99/month
- Unlimited calls to 15 countries
- 500 minutes to 50+ additional countries

## International Mobile Roaming

### Travel Pass

- \$10/day while traveling
- Use your domestic plan abroad
- Available in 200+ countries

### International Monthly Add-On

- \$40/month
  - 5GB international data
  - Unlimited international texting
  - Reduced international calling rates
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## Contract Terms and Policies

### Contract Information

#### Standard Contracts

- **Length:** 12 or 24 months available
- **Early Termination Fee:** \$15 per month remaining
- **Price Lock:** Promotional rates guaranteed for contract term

#### No-Contract Options

- **Available:** Month-to-month service
- **Additional Cost:** \$10/month per service
- **Flexibility:** Cancel anytime without penalty

### Installation and Setup

#### Free Installation Includes:

- Basic equipment setup
- WiFi network configuration
- Connection testing
- 30 minutes of training

#### Professional Installation (\$99.99) Includes:

- Advanced equipment placement
- Whole-home WiFi optimization
- Device connection assistance
- 90 minutes of comprehensive setup

## **Service Guarantees**

### **30-Day Money Back Guarantee**

- Try any plan risk-free
- Full refund if not satisfied
- Easy cancellation process

### **99.9% Uptime Guarantee**

- Service level agreement
  - Credit applied for outages
  - Proactive network monitoring
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## **Promotional Offers**

### **Current Promotions**

#### **New Customer Specials**

- First 12 months: Save \$10/month on any internet plan
- Free installation with 24-month contract
- Free premium router upgrade

#### **Bundle Savings**

- Save up to \$25/month with triple play bundle
- Free mobile line for 6 months with internet + phone
- Family plan discounts up to \$60/month

#### **Student Discounts**

- 15% off internet plans with valid student ID
- No setup fees for student housing
- Flexible contract terms for academic year

#### **Senior Discounts**

- 10% off any plan for customers 65+
- Simplified billing options
- Enhanced customer support

### **Limited Time Offers**

#### **Gigabit Upgrade Special**

- Upgrade to Gigabit for just \$20/month more

- Valid through end of this month
- Existing customers eligible

### **Mobile Switch Special**

- Bring your number from another carrier
  - Get \$200 credit per line
  - Pay off remaining device balance (up to \$500)
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## **How to Order or Upgrade**

### **Online Ordering**

1. **Visit:** [www.telecorp.com/plans](http://www.telecorp.com/plans)
2. **Select your services**
3. **Choose installation date**
4. **Complete order online**
5. **Receive confirmation email**

### **Phone Ordering**

- **Call:** 1-800-NEW-PLAN
- **Available:** 7 days a week, 8 AM - 10 PM
- **Speak with sales specialist**
- **Same-day installation available**

### **In-Store Locations**

- **Find stores:** [www.telecorp.com/locations](http://www.telecorp.com/locations)
- **See devices in person**
- **Immediate activation for mobile**
- **Personal consultation available**

### **Existing Customer Upgrades**

- **Online:** Log into [my.telecorp.com](http://my.telecorp.com)
  - **Phone:** 1-800-TELECORP
  - **No installation fees** for plan upgrades
  - **Changes take effect next billing cycle**
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## **Contact Information**

### **Sales and New Service**

- **Phone:** 1-800-NEW-PLAN
- **Hours:** 7 days a week, 8 AM - 10 PM
- **Online:** [www.telecorp.com/plans](http://www.telecorp.com/plans)
- **Chat:** Available on website 24/7

## Existing Customer Support

- **Phone:** 1-800-TELECORP
- **Hours:** 24/7 support available
- **Online Account:** [my.telecorp.com](http://my.telecorp.com)
- **Mobile App:** TeleCorp app

## Business Sales

- **Phone:** 1-800-BIZ-TEL
- **Hours:** Monday-Friday, 8 AM - 8 PM
- **Email:** [business@telecorp.com](mailto:business@telecorp.com)
- **Account Managers:** Available for enterprise needs

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**Ready to get started?** Call 1-800-NEW-PLAN or visit [www.telecorp.com](http://www.telecorp.com) to order your perfect plan today!