



Connect With Us!

Pella Fiber delivers a high-speed, fiber rich network right to your door—connecting your home or business with seamless internet, TV, and phone service.

We're locally owned and operated by the City of Pella, so we're uniquely dedicated to providing reliable service to the people and businesses in our community.



Pella Fiber

City of Pella
825 Broadway Street
Pella, Iowa 50219

Customer Service
641-628-4173 Ext 3
connect@pellafiber.com

Tech Support
641-628-4173 Ext 1
support@pellafiber.com

After Hours
641-628-4173 Ext 1
Leave a voicemail and the on-call tech will call back shortly.

VERSION 1



RESIDENTIAL & COMMERCIAL SERVICES



CONNECTING PELLA + GROWING OUR COMMUNITY

INTERNET SERVICES

With internet from Pella Fiber, you get unlimited data and lightning fast upload and download speeds. Telecommute, stream video, and more with ease.

Pella Fiber is now streaming and offers reliable TV service and several package options, so you can build a viewing experience that matches your needs.

PHONE SERVICES

You can rely on Pella Fiber's phone service. Our plans come with call forwarding, three-way calling, voicemail, call screening, and many more features.

RESIDENTIAL

HOME GIG **\$75/mo**
Includes unlimited data. 1 gigabit (1,000 Mbps) upload and download speeds. All the speed you need for every device in your home.

INTERNET ADD-ONS

Managed Wi-Fi **Included**
Wi-Fi Mesh Extender **\$5/month**

COMMERCIAL

INTERNET 150 **\$125/mo**
Includes 150 Mbps download and upload. Supports telecommuting and standard applications.

INTERNET 300 **\$250/mo**
Includes 300 Mbps download and upload. Supports telecommuting, streaming, and robust applications.

INTERNET 1 GIG **\$500/mo**
Includes 1,000 Mbps download and upload. Crazy fast connections for larger teams and the most demanding applications.

VACATION MODE

PER SERVICE **\$10/mo**
Allows all equipment to remain installed and includes enough speed to run thermostats, cameras, etc while you're away for a small fee.

TV SERVICES

RESIDENTIAL & COMMERCIAL

BASIC **\$45/mo**
Local major network channels, the Weather Channel, CSPAN, and PELLA TV.

BASIC PLUS **\$106/mo**
Basic channels with Pella TV and 58 Basic+ channels, including ESPN, ESPN2, Big Ten Network, Disney Channel, and more. Includes 50 Stingray music channels.

TV ADD-ONS

Family Plus Package **\$10/mo**
Sport Plus Package **\$10/mo**

HBO Premium Channels **\$15/mo**
Cinemax Premium Channels **\$15/mo**
STARZ/Encore Premium Channels **\$15/mo**
Showtime Premium Channels **\$15/mo**

DVR (recording) **\$10/mo**
Set-Top Box **\$5/mo**

*** See current channel line up for the current channels included with each package or add-on.*

RESIDENTIAL

LOCAL CALLS ONLY **\$15/mo**
UNLIMITED LONG DISTANCE **\$10/mo**

COMMERCIAL

LOCAL CALLS ONLY **\$20/mo**
UNLIMITED LONG DISTANCE **\$25/mo**

VOICE FEATURES

Caller ID
Call Forward Don't Answer
Call Waiting
Last Call Return / Callback
Voicemail
Call Forward Busy / Don't Answer
Long Distance Alert
Priority Call
Anonymous Call Rejection
Call Forward Busy / Variable
Caller ID Blocking
Call Hunting
Continuous Redial
Call Forward Variable Remote Access
Dual Ring
Speed Call 30
Three-Way Calling
Selective Call Forward
Toll Restriction
Call Screening
Dual Ring
***Any or all of these voice features are included with Pella Fiber Voice service.*