

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for

1,000 mbps x 1,000 mbps*

**Available if property baseline speed is 100mbps x 100 mbps – check with your property management or HOA*

Monthly charge for month-to-month plan

\$89.98/month

Monthly charge for 2 year contract plan

n/a

See below for other pricing options including promotions and options bundled with other services, like cable television and wireless services.

Current Bundles

DigiMax Pro (Digital Basic + HD Basic Plus, DigiMax, HD Box & Internet 100x100 Mbps)	\$92.99 + \$39.99
DigiMax Triple Bundle (Digital Basic, HD Basic Plus, DigiMax, HD Box, Internet, Phone)	\$119.99 + \$39.99
HBO Bundle (Digital Basic, DigiMax, HD Basic Plus, HBO, DVR Box, Phone, Internet)	\$129.99 + \$39.99
Ultimate Bundle (Digital Basic, DigiMax, HD Basic Plus, DVR Box, 4 Movie Pack, Phone, Internet)	\$149.99 + \$39.99

Other Charges and Terms

Data included with monthly charge

unlimited data

Charges for additional data usage

n/a

Optional modem or gateway lease — Customers may use their own modem or gateway: [click here for our policy](#)

Other monthly fees

Inside Wire Maintenance Plan (optional) **\$3.99**

One-time fees

High Speed Internet Installation **\$65.00**

1,000 mbps x 1,000 mbps Installation **\$300.00**

Service Reconnection Fee (for non-payment or vacation holds) **\$69.99**

Service Calls **\$79.99**

Government Taxes and Other Government-Related Fees May Apply:

Varies by location

Other services on network:

cable television and digital phone services

Performance - Individual experience may vary

Typical speed downstream

800 mbps

Typical speed upstream

800 mbps

Typical latency

<40ms (on-network only)

Typical packet loss

<1% (on-network only)

Network Management

Application-specific network management practices? - [See our Acceptable Use Policy](#)

Subscriber-triggered network management practices? [See our Acceptable Use Policy](#)

Privacy

[See our Privacy Policy](#)

Complaints or Inquiries

To contact us: [online](#)/(800) 376-9715;

To submit complaints to the

FCC: [online](#)/(888)225-5322

Learn more about the terms used on this form and other relevant information at the [FCC's website](#).