

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for **10 mbps x 15 mbps***
**Baseline speed for certain properties – check with your HOA or property management*

Monthly charge for month-to-month plan **\$38.99/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.

Not Applicable

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**

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 **8 mbps**

Typical speed upstream **12 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](#).