

# Broadband Facts

## Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

**500 mbps x 500 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

**\$79.98/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 + \$29.99
DigiMax Triple Bundle (Digital Basic, HD Basic Plus, DigiMax, HD Box, Internet, Phone)	\$119.99 + \$29.99
HBO Bundle (Digital Basic, DigiMax, HD Basic Plus, HBO, DVR Box, Phone, Internet)	\$129.99 + \$29.99
Ultimate Bundle (Digital Basic, DigiMax, HD Basic Plus, DVR Box, 4 Movie Pack, Phone, Internet)	\$149.99 + \$29.99

### 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**

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

**400 mbps**

Typical speed upstream

**400 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](#).