

FIXED BROADBAND CONSUMER DISCLOSURE INSTRUCTIONS

Price/Commercial Terms

	Month-to-month	<i>[identify length of available long-term contracts – provide one column for each available option]</i>
Monthly charge – standalone	<i>[provide non-promotional price of stand-alone broadband service on a month-to-month basis]</i>	<i>[provide price of stand-alone broadband service available under each long-term contract option]</i>

[Additional pricing options and promotions, including bundles, can be found here](#)

[provide a link to additional broadband offerings, including promotional offers and plans that bundle broadband with other services]

Other Charges & Terms

- Monthly Data Allowance *[if applicable, identify the monthly data allowance associated with this plan]*
- Overage charges *[if applicable, identify additional charges or other outcomes if the monthly data allowance is exceeded]*
- Equipment Fees *[provide a link to the company’s policy with respect to customers using their own equipment and a list of permitted equipment]*
- Optional *[identify the monthly rental fee for any equipment available for rent]*
- Other monthly fees *[identify any monthly fees that the company chooses to impose in connection with the purchase of broadband service, e.g., regulatory recovery fees]*

Government taxes and other government-related fees may apply

[provide this disclaimer using this language to notify consumers that additional taxes and fees mandated by, or attributable to, government programs will be imposed – specific taxes and fees need not be identified]

- One-time fees *[identify any one-time fees that the company chooses to impose in connection with the purchase of broadband service, e.g., installation fees]*
- [if applicable, include a statement that a deposit may be required based on credit history or other factors]*

- Early termination fee (ETF) *[if applicable, identify any fees that will be imposed if the customer cancels broadband service before the end of a long-term contract and provide a link to a full explanation of when such fees would be triggered]*

(or cancel/disconnect fee)

Performance

- Average Speed* *[identify average peak period download and upload speeds for this tier of service based on results from the Measuring Broadband America program, internal testing, or any other measurement of past performance for this tier that is consistent with FCC guidance]*
- Average Latency* *[identify average peak period latency for this tier of service based on results from the Measuring Broadband America program, internal testing, or any other measurement of past performance that is consistent with FCC]*

NOTE: service may not be available to all locations

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guidance]

Average Packet Loss* *[identify average peak period packet loss for this tier of service based on results from the Measuring Broadband America program, internal testing, or any other measurement of past performance that is consistent with FCC guidance]*

* Individual experience may vary, [see link for more details.](#)

[provide a link to a full discussion of network performance metrics]

Other services on network *[if applicable, provide a statement identifying any non-BIAS services offered by the company that might cause the customer to experience reduced performance of their broadband service and provide a link to a full explanation of when such a situation would occur and details regarding the anticipated effect on broadband performance]*

Network Management

Application-specific network management practices? *[answer yes or no; if yes, provide a link to a full discussion that identifies application-specific network management practices, when such practices are triggered, and the effect such practices could have on performance]*

Subscriber-triggered network management practices? *[answer yes or no; if yes, provide a link to a full discussion that identifies subscriber-triggered network management practices, when such practices are triggered, and the effect such practices could have on performance]*

see [detailed disclosure of Network Practices](#)

[provide a link to the company's full disclosure of network management practices]

Privacy *[provide a link to the company's privacy policy for broadband services]*

Complaints/inquiries *[provide a phone number for the company's customer service center and link to the primary customer service web page]*

[provide the phone number and a link for the FCC's complaint center]

[Link to FCC site](#) explaining terms used and the Open Internet Order items relevant to consumers *[provide a link to a page on the FCC web site [TBD] that will provide a glossary of terms and other relevant information regarding the Open Internet Order]*

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