|  |
| --- |
| **Price/Commercial Terms** |

|  |  |  |
| --- | --- | --- |
|  | Month-to-month | term contract |
| Monthly charge – standalone | $60.00 | $55.00 |

Additional pricing options and promotions, including bundles, can be found here

|  |
| --- |
| Other Charges & Terms |
| Monthly Data Allowance | unlimited |
|  Overage charges | n/a |
| Equipment Fees | Customers may use their own modem/gateway, see link for list of approved devices |
|  Optional | $10 | Optional fee to lease a modem/gateway |
| Other monthly fees | n/a |
| Government taxes and other government-related fees may apply |
| One-time fees | $25 | Installation fee may apply if an in-home visit is required |
|  | Based on credit history or other factors a deposit may be required |
| Early termination fee (ETF) | For 2 year contract, an ETF will be prorated based on remaining life of contract see link for complete terms |
| (or cancel/disconnect fee) |  |
| **Performance** |  |  |
| Average Speed\* | 53 Mbps downstream/6 Mbps upstream |
| Average Latency\* | 35 ms [milliseconds] |
| Average Packet Loss\* | 0.08% |
| \* Individual experience may vary, see link for more details. |
| Other services on network | Capacity available for broadband service may be reduced if a subscriber is utilizing IPTV services and, in particular, if subscribers are watching or recording multiple IPTV streams simultaneously. |
| **Network Management** |
| Application-specific network management practices? | None |
| Subscriber-triggered network management practices? | May apply for heaviest users – see link |
|  | see detailed disclosure of Network Practices |
| Privacy | link to policy |
| Complaints/inquiries  | Links to company customer service options, company phone number |
|  | Link to FCC complaint center, FCC complaint phone number |
| Link to FCC site explaining terms used and the Open Internet Order items relevant to consumers |