

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for *[provide name of speed tier offered]*

Monthly charge for month-to-month plan **[\$]**

[provide non-promotional price of stand-alone broadband service on a month-to-month basis]

Monthly charge for *[]* contract plan **[\$]**

[identify length of available long-term contracts – provide one row for each available option; provide price of stand-alone broadband service available under each long-term contract option]

Click here for other [pricing options](#) including promotions and options bundled with other services, like cable television and wireless services.

Other Charges and Terms

Data included with monthly charge **[]GB**

[if applicable, identify the monthly data allowance associated with this plan]

Charges for additional data usage – *[provide increment of additional data, e.g., “each additional 50GB”;* if applicable, identify additional charges if the monthly data allowance is exceeded] **[\$]**

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for [our policy](#) **[\$]/ month**

[at underlined language provide a link to the company’s policy with respect to customers using their own equipment; provide 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]

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 and activation fees. 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; if applicable, include a statement that a deposit may be required based on credit history or other factors]

[provide name of and amount of each one-time fee on a row] **[\$]**

Government Taxes and Other Government-Related Fees May Apply: Varies by location

[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]

[Other services on network](#)

[if applicable, in this section provide a brief description of any non-BIAS services offered by the company that might cause the customer to experience reduced performance of their broadband service; at underlined language provide a link to a full explanation of when such a situation would occur and details regarding the anticipated effect on broadband performance]

Performance - [Individual experience may vary](#)

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

Typical speed downstream **[] Mbps**

[identify typical peak usage period download speeds for this tier of service, consistent with the Open Internet Orders and FCC guidance]

Typical speed upstream **[] Mbps**

[identify typical peak usage period upload speeds for this tier of service, consistent with the Open Internet Orders and FCC guidance]

Typical latency

[] **milliseconds**

[identify typical peak usage period latency for this tier of service, consistent with the Open Internet Orders and FCC guidance]

Typical packet loss

[]%

[identify typical peak usage period packet loss for this tier of service, consistent with the Open Internet Orders and FCC guidance]

Network Management

Application-specific network management practices?

Yes/ No

[answer yes or no; if yes, provide a brief description and 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?

Yes/ No

[answer yes or no; if yes, provide a brief description and 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]

More [details on network management](#).

[at underlined language 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]

See our [privacy policy](#)

Complaints or Inquiries

[at underlined language provide a link to the primary customer service web page; provide a phone number for the company's customer service center]

To contact us: [online](#)/(123)456-7890;

[at underlined language provide a link to the FCC's complaint center; provide the phone number for the FCC's complaint center]

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.

