|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Broadband Facts**  Mobile broadband consumer disclosure | | | | | | | | | | |  |
|  |  | | | | | | | |  | | |  |
|  | **Device Compatibility** | | | | | | | |  | | |  |
|  | If you want to use your existing device, learn more about compatibility.  *[at underlined language provide a link regarding compatibility of devices if the customer brings their own device.]* | | | | | | | | | | |  |
|  | If you want to obtain a device, learn more about prices and other options.  [*at underlined language provide a link to prices and other options for customers who wish to obtain a device from the provider*] | | | | | | | | | | |  |
|  | **Choose Your Data Plan -** These prices do not include costs for obtaining a device from us. | | | | | | | | | | |  |
|  |  | | High Speed Data allowance per month | | | | | | | | |  |
|  |  | | *[ ]GB*  *[identify the monthly high speed data allowance associated with one of your most popular plans]* | | *[ ]GB*  *[identify the monthly high speed data allowance associated with one of your most popular plans]* | | | | | | *[ ]GB*  *[identify the monthly high speed data allowance associated with one of your most popular plans]* |  |
|  | Monthly charge | | *$[ ]*  *[provide non-promotional price of the plan with this data allowance on a month-to-month basis]* | | *$[ ]*  *[provide non-promotional price of the plan with this data allowance on a month-to-month basis]* | | | | | | *$[ ]*  *[provide non-promotional price of the plan with this data allowance on a month-to-month basis]* |  |
|  | When you exceed the data allowance | | *[ ]*  *[if applicable, identify additional charges or other outcomes if the monthly data allowance for this plan is exceeded]* | | *[ ]*  *[if applicable, identify additional charges or other outcomes if the monthly data allowance for this plan is exceeded]* | | | | | | *[ ]*  *[if applicable, identify additional charges or other outcomes if the monthly data allowance for this plan is exceeded]* |  |
|  | Learn more about other included services/features.  *[if applicable, at underlined language provide a link to description of other included services and features such as voice and text or tethering and hot spots.]* | | | | | | | | | | |  |
|  | Additional pricing options, plans and promotions can be found here.  *[at underlined language provide a link to additional mobile broadband offerings, including promotional offers and plans that bundle broadband with other services]* | | | | | | | | | | |  |
|  | Coverage Map  [*at underlined language provide a link to coverage map*] | | | | | | | | |  | |  |
|  | Charges and Terms Common to All Plans | | | | | | | | | | |  |
|  | Monthly fees  *[identify any monthly fees that the company chooses to impose in connection with the customer’s plan (e.g., a regulatory recovery fee or administrative fee) and for which all customers are charged the same fixed amount.]* | | | | | | | | | | |  |
|  | [*provide name of and amount of each monthly fee on a row]* | | | | *$[ ]* | | | | | | |  |
|  | One-time fees  *[identify any one-time fees that the company chooses to impose in connection with the purchase of broadband service, e.g., 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]* | | | | | | | | | | |  |
|  | [*provide name of and amount of each one-time fee on a row]* | | | | *$[ ]* | | | | | | |  |
|  | **Government Taxes and Fees, and Other Carrier Surcharges May Also Apply:** Varies by location | | | | | | | | | | |  |
|  |  |  | | | | | | | | | |  |
|  | **Performance -** Individual experience may vary  *[at underlined language provide a link to a full discussion of network performance metrics]* | | | | | | | | | | |  |
|  | ***[ ]G***  *[identify the primary network technology for the plan (e.g., 4G, 3G)]* | | | | |  | ***[ ]G***  *[identify other network technologies for the plan (e.g., 4G, 3G)]* | | | | |  |
|  | Typical speed  *[ ] Mbps downstream /*  *[ ] Mpbs upstream*  *[identify typical peak usage period download and upload speeds for this network technology, consistent with the Open Internet Orders and FCC guidance]* | | | | | **●** | Typical Speed  *[ ] Mbps downstream /*  *[ ] Mbps upstream*  *[identify typical peak usage period download and upload speeds for this network technology, consistent with the Open Internet Orders and FCC guidance]* | | | | |  |
|  | **Typical latency**  *Less than [ ] milliseconds*  *[identify typical peak usage period latency for this network technology, consistent with the Open Internet Orders and FCC guidance]* | | | | | **●** | **Typical latency**  *Less than [ ] milliseconds*  *[identify typical peak usage period latency for this network technology, consistent with the Open Internet Orders and FCC guidance]* | | | | |  |
|  | **Typical Packet Loss**  *[ ] %*  *[identify typical peak usage period packet loss for this network technology consistent with the Open Internet Orders and FCC guidance]* | | | | | **●** | **Typical Packet Loss**  *[ ] %*  *[identify typical peak usage period packet loss for this network technology consistent with the Open Internet Orders and FCC guidance]* | | | | |  |
|  | Network Management | | | |  | | | | | | |  |
|  | Application-specific network management practices?  *[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]* | | | | | | | | | *Yes/No* | |  |
|  | Subscriber-triggered network management practices?  *[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]* | | | | | | | | | *Yes/No* | |  |
|  | More details on network management  *[at underlined language provide a link to the company’s full disclosure of network management practices]* | | | | | | | | | | |  |
|  | Privacy  *[at underlined language 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 the phone number for the company’s customer service center and]*  *[at underlined language provide a link to the FCC’s complaint center; provide the phone number for the FCC’s complaint center]* | | | | | | | To contact us: online/(123)456-7890;  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. | | | | | | | | | | |  |