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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Broadband Facts**  Fixed broadband consumer disclosure | | | | | |  |
|  |  | | | |  | |  |
|  | **Choose Your Service Data Plan for 50Mbps Service Tier** | | | | | |  |
|  | Monthly charge for month-to-month plan | | **$60.00** | | | |  |
|  | Monthly charge for 2 year contract plan | | **$55.00** | | | |  |
|  | 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 | | 300GB | | | |  |
|  | Charges for additional data usage – each additional 50GB | | | $10.00 | | |  |
|  | Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy | | | $10.00/month | | |  |
|  | Other monthly fees | | Not Applicable | | | |  |
|  | One-time fees | |  | | | |  |
|  | Activation fee | | $50.00 | | | |  |
|  | Deposit | | $50.00 | | | |  |
|  | Installation fee | | $25.00 | | | |  |
|  | Early termination fee | | $240.00 | | | |  |
|  | **Government Taxes and Other Government-Related Fees May Apply:** Varies by location | | | | | |  |
|  | Other services on network | |  | | | |  |
|  |  | |  | | | |  |
|  | **Performance -** Individual experience may vary | | | | | |  |
|  | Typical speed downstream | | 53 Mbps | | | |  |
|  | Typical speed upstream | | 6 Mbps | | | |  |
|  | Typical latency | | 35 milliseconds | | | |  |
|  | Typical packet loss | | 0.08% | | | |  |
|  | Network Management | |  | | | |  |
|  | Application-specific network management practices? | | | | | Yes |  |
|  | Subscriber-triggered network management practices? | | | | | Yes |  |
|  | More details on network management | |  | | | |  |
|  | Privacy | | See our privacy policy | | | |  |
|  | Complaints or Inquiries | 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. | | | | | |  |