|  |  |  |
| --- | --- | --- |
|  | **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. |  |