

Broadband Facts

Fixed broadband consumer disclosure

High Speed 10 Internet

Monthly charge for month-to-month plan	\$42.95
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	100 GB
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Charges for additional data usage	\$5 per 25 GB
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
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Other monthly fees	Not applicable
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One-time fees	\$60 installation
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	10 Mbps
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Typical speed upstream	1 Mbps
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Typical latency	12 milliseconds
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Typical packet loss	0.1%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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More [details on network management](#)

Privacy	See our privacy policy
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Complaints or Inquiries	To contact us: online /(866)928-3123; To submit complaints to the FCC: online /(888)225-5322
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Learn more about the [terms used on this form and other relevant information](#) at the FCC's website.