Fixed broadband consumer disclosure

High	Speed	10	Internet
111911	Specu		

Monthly charge for month-to-month plan

\$42.95

Monthly charge for 2 year contract plan

n/a

Click here for other <u>pricing options</u> 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

Charges for additional data usage

\$5 per 25 GB

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for <u>our policy</u>

\$10

Other monthly fees

Not applicable

One-time fees

\$60 installation

Government Taxes and Other Government-Related Fees May

Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream

10 Mbps

Typical speed upstream

1 Mbps

Typical latency

12 milliseconds

Typical packet loss

0.1%

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/(866)928-3123;

To submit complaints to the FCC: online/(888)225-5322

Fixed broadband consumer disclosure

High Speed 50 Internet		
Monthly charge for month-to-month plan	\$59.95	
Monthly charge for 2 year contract plan	n/a	
Click here for other <u>pricing options</u> 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	
Charges for additional data usage	\$5 per 25 GB	
Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10	
Other monthly fees	Not applicable	
One-time fees	\$60 installation	
Government Taxes and Other Government-Rela Apply: Varies by location	ted Fees May	

Performance - Individual experience may vary				
Typical speed downstream		10 Mbps		
Typical speed upstream		1 Mbps		
Typical latency		12 milliseconds		
Typical packet loss		0.1%		
Network Management				
Application-specific network managem	nent practices?	Yes		
Subscriber-triggered network management practices?		Yes		
More details on network management				
Privacy See our privacy po		See our privacy policy		
Complaints or Inquiries	To submit co	s: online/(866)928-3123; implaints to the FCC: 88)225-5322		

Fixed broadband consumer disclosure

High	Spee	d 100	Internet
9	Opoo	u	

Monthly charge for month-to-month plan

\$69.95

Monthly charge for 2 year contract plan

n/a

Click here for other <u>pricing options</u> including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge

400 GB

Charges for additional data usage

\$5 per 25 GB

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for <u>our policy</u>

\$10

Other monthly fees

Not applicable

One-time fees

\$60 installation

Government Taxes and Other Government-Related Fees May

Apply: Varies by location

Performance -	Individua	I experience may	vary
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Typical speed downstream

100 Mbps

Typical speed upstream

5 Mbps

Typical latency

12 milliseconds

Typical packet loss

0.1%

Network Management

Application-specific network management practices?

Yes

Subscriber-triggered network management practices?

Yes

More details on network management

Privacy

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Fixed broadband consumer disclosure

High Speed :	250 Internet
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Monthly charge for month-to-month plan

\$79.95

Monthly charge for 2 year contract plan

n/a

Click here for other <u>pricing options</u> including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge

500 GB

Charges for additional data usage

\$5 per 25 GB

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for <u>our policy</u>

\$10

Other monthly fees

Not applicable

One-time fees

\$60 installation

Government Taxes and Other Government-Related Fees May

Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream

250 Mbps

Typical speed upstream

10 Mbps

Typical latency

12 milliseconds

Typical packet loss

0.1%

Network Management

Application-specific network management practices?

Yes

Subscriber-triggered network management practices?

Yes

More details on network management

Privacy

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Fixed broadband consumer disclosure

High Speed	500	Internet
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Monthly charge for month-to-month plan

\$89.95

Monthly charge for 2 year contract plan

n/a

Click here for other <u>pricing options</u> including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge

1000 GB

Charges for additional data usage

\$5 per 25 GB

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for <u>our policy</u>

\$10

Other monthly fees

Not applicable

One-time fees

\$60 installation

Government Taxes and Other Government-Related Fees May

Apply: Varies by location

Performance -	 Individual 	experience may	v varv
	- IIIuiviuuai	CAPCITICITICS IIIA	y vaiy

Typical speed downstream

500 Mbps

Typical speed upstream

10 Mbps

Typical latency

12 milliseconds

Typical packet loss

0.1%

Network Management

Application-specific network management practices?

Yes

Subscriber-triggered network management practices?

Yes

More details on network management

Privacy

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Complaints or Inquiries

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Fixed broadband consumer disclosure

Wave Gigabit Internet

Monthly charge for month-to-month plan

\$99.95

Monthly charge for 2 year contract plan

n/a

Click here for other <u>pricing options</u> including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	Unlimited
Charges for additional data usage	Not applicable
Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
Other monthly fees	Not applicable
One-time fees	\$60 installation

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

Performance -	Individual	experience	may vary
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Typical speed downstream	1000 Mbps
Typical speed upstream	20 Mbps
Typical latency	12 milliseconds
Typical packet loss	0.40/

Typical packet loss 0.1%

Network Management

Typical speed downstream

Application-specific network management practices? Yes

Subscriber-triggered network management practices? Yes

More details on network management

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Complaints or Inquiries

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Fixed broadband consumer disclosure

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Wave	(-	10)()	IVI	nns

Monthly charge for month-to-month plan \$60

Monthly charge for 2 year contract plan

n/a

applicable

Click here for other <u>pricing options</u> including promotions and options to add other services, like phone or router rental or Roku.

Other Charges and Terms

Data included with monthly charge	Unlimited
Charges for additional data usage	n/a
Optional router lease – Customers may use their own router	\$10
Other monthly fees	Not applicable
One-time fees	No install fee/Not

Government Taxes and Other Government-Related Fees May

Apply: Varies by location

		_	
Performance -	Individual	experience	may vary

Typical speed downstream	100 Mbps
Typical speed upstream	100 Mbps
Typical latency	2 milliseconds
Typical packet loss	0%

Network Management

Application-specific network management practices? Yes

Subscriber-triggered network management practices?

More details on network management

Privacy See our privacy policy

Complaints or Inquiries To contact us: online/(844)779-2834;

To submit complaints to the FCC: online/(888)225-5322

More details on network management

Complaints or Inquiries

Privacy

Wave G Gigabit	
Monthly charge for month-to-month plan	\$80
Monthly charge for 2 year contract plan	n/a
Click here for other <u>pricing options</u> including promotions to add other services, like phone or router rental or Roke	•
Other Charges and Terms	
Data included with monthly charge	Unlimited
Charges for additional data usage	n/a
Optional router lease – Customers may use their own router	\$10
Other monthly fees	Not applicable
One-time fees	
	No install fee/Not applicable
Government Taxes and Other Government-Re Apply: Varies by location	applicable
Government Taxes and Other Government-Re Apply: Varies by location Performance - Individual experience may vary	applicable
Government Taxes and Other Government-Reapply: Varies by location Performance - Individual experience may vary Typical speed downstream	applicable elated Fees May 850 Mbps
Government Taxes and Other Government-Re Apply: Varies by location Performance - Individual experience may vary	applicable
Government Taxes and Other Government-Reapply: Varies by location Performance - Individual experience may vary Typical speed downstream Typical speed upstream	applicable elated Fees May 850 Mbps 850 Mbps
Government Taxes and Other Government-Reapply: Varies by location Performance - Individual experience may vary Typical speed downstream Typical speed upstream Typical latency	applicable elated Fees May 850 Mbps 850 Mbps 2 milliseconds
Government Taxes and Other Government-Reapply: Varies by location Performance - Individual experience may vary Typical speed downstream Typical speed upstream Typical latency Typical packet loss	applicable elated Fees May 850 Mbps 850 Mbps 2 milliseconds

Learn more about the $\underline{\text{terms used on this form and other relevant information}}$ at the FCC's website.

See our privacy policy

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To submit complaints to the FCC: online/(888)225-5322