

FIXED BROADBAND CONSUMER DISCLOSURE SAMPLE

Price/Commercial Terms

	Month-to-month	term contract
Monthly charge – standalone	\$60.00	\$55.00

[Additional pricing options and promotions, including bundles, can be found here](#)

Other Charges & Terms

Monthly Data Allowance unlimited

Overage charges n/a

Equipment Fees Customers may use their own modem/gateway, [see link for list of approved devices](#)

Optional \$10 [Optional fee to lease a modem/gateway](#)

Other monthly fees n/a

Government taxes and other government-related fees may apply

One-time fees \$25 Installation fee may apply if an in-home visit is required
Based on credit history or other factors a deposit may be required

Early termination fee (ETF)
(or cancel/disconnect fee) For 2 year contract, an ETF will be prorated based on remaining life of contract see [link for complete terms](#)

Performance

Average Speed* 53 Mbps downstream/6 Mbps upstream

Average Latency* 35 ms [milliseconds]

Average Packet Loss* 0.08%

* Individual experience may vary, [see link for more details.](#)

Other services on network Capacity available for broadband service may be reduced if a subscriber is utilizing IPTV services and, in particular, if subscribers are watching or recording multiple IPTV streams simultaneously.

Network Management

Application-specific network management practices? None

Subscriber-triggered network management practices? May apply for heaviest users – [see link](#)

see [detailed disclosure of Network Practices](#)

Privacy [link to policy](#)

Complaints/inquiries Links to [company customer service options](#), [company phone number](#)

Link to [FCC complaint center](#), [FCC complaint phone number](#)

[Link to FCC site](#) explaining terms used and the Open Internet Order items relevant to consumers

NOTE: service may not be available to all locations