

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for Up to 25 Mbps—Milford

Monthly charge for month-to-month plan	\$55.95
--	----------------

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	1 TB
-----------------------------------	-------------

Charges for additional data usage – each additional 50GB	\$10
--	-------------

Optional modem lease – Customers may use their own modem or gateway; click here for our policy	\$5.95/month
--	---------------------

Other monthly fees, if applicable

HomeFi SM	\$5.95/month/device
----------------------	----------------------------

One-time fees, if applicable

Installation	\$49.95
--------------	----------------

Additional Connections	\$24.95/connection
------------------------	---------------------------

Wall Fish	\$49.95/wall
-----------	---------------------

Modem Relocation	\$24.95 each
------------------	---------------------

Modem Purchase	\$79.95 each
----------------	---------------------

Reconnection fees:

Standard	\$24.95
----------	----------------

Non-Pay Reconnection	\$49.95
----------------------	----------------

Special Requests or Custom Installation:	\$49.95
--	----------------

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

[Other services on network](#)

Blue Ridge Digital Phone Service also shares bandwidth with Internet access service.

Performance - [Individual experience may vary](#)

Typical speed downstream	25.98 Mbps
--------------------------	-------------------

Typical speed upstream	2.42 Mbps
------------------------	------------------

Typical latency	7 milliseconds
-----------------	-----------------------

Network Management

Application-specific network management practices?	No
--	-----------

Subscriber-triggered network management practices?	Yes
--	------------

A subscriber may trigger network management practices for a number of reasons including, but not limited to, sending “spam” messages, spreading viruses and other malware, etc.

More [details on network management](#).

Privacy

See our [privacy policy](#)

Complaints or Inquiries

To contact us: [online](#)/1-800-CABLE 77;

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.