

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for Pro 500—Ephrata

Monthly charge for month-to-month plan	\$249.95
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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	4 TB
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Charges for additional data usage – each additional 50GB	\$10
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Optional modem lease - Customers may use their own modem or gateway; click here for our policy	\$5.95/month
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Other monthly fees, if applicable

Static IP	\$14.95/month
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ProFi SM	\$5.95/month/device
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One-time fees, if applicable:

Installation	\$54.95
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Additional Connections	\$24.95/connection
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Wall Fish	\$49.95/wall
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Modem Relocation	\$24.95 each
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Modem Purchase	\$79.95 each
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Reconnection fees:

Standard	\$24.95
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Non-Pay Reconnection	\$54.95
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Special Requests or Custom Installation:	\$54.95
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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	504.18 Mbps
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Typical speed upstream	25.42 Mbps
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Typical latency	16.75 milliseconds
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Network Management

Application-specific network management practices?	No
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Subscriber-triggered network management practices?	Yes
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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.