

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for Up to 10Mbps–Ephrata

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| Monthly charge for month-to-month plan | \$35.95 |
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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

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|-----------------------------------|--------|
| Data included with monthly charge | 500 GB |
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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

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| HomeFi SM | \$5.95/month/device |
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One-time fees, if applicable

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| 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 | \$139.95 each |
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Reconnection fees:

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| 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](#)

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| Typical speed downstream | 10.1 Mbps |
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| Typical speed upstream | .92 Mbps |
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| Typical latency | 14.15 milliseconds |
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Network Management

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| 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](#).

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| Privacy | See our privacy policy |
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Complaints or Inquiries

To contact us: [online](#)/1-800-222-5377;

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.