# Broadband Facts

**Fixed broadband consumer disclosure**

## Choose Your Service Data Plan for Up to 500 Mbps–Wellsboro

<table>
<thead>
<tr>
<th>Monthly charge for month-to-month plan</th>
<th>$109.95</th>
</tr>
</thead>
</table>

Click here for other **pricing options** including promotions and options bundled with other services, like cable television and wireless services.

## Other Charges and Terms

<table>
<thead>
<tr>
<th>Data included with monthly charge</th>
<th>Unlimited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optional modem lease – Customers may use their own modem or gateway; click here for our policy</td>
<td>$5.95/month</td>
</tr>
</tbody>
</table>

Other monthly fees, if applicable

- **HomeFirm**  
  $5.95/month/device

One-time fees, if applicable

- **Installation**  
  $54.95
- **Additional Connections**  
  $24.95/connection
- **Wall Fish**  
  $49.95/wall
- **Modem Relocation**  
  $24.95 each
- **Modem Purchase**  
  $139.95 each

Reconnection fees:

- **Standard**  
  $24.95
- **Non-Pay Reconnection**  
  $54.95
- **Addressable Authorization**  
  $2.00

Special Requests or Custom Installation:  

$54.95

**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

<table>
<thead>
<tr>
<th>Typical speed downstream</th>
<th>505.38 Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical speed upstream</td>
<td>15.99 Mbps</td>
</tr>
<tr>
<td>Typical latency</td>
<td>11 milliseconds</td>
</tr>
</tbody>
</table>

## Network Management

<table>
<thead>
<tr>
<th>Application-specific network management practices?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber-triggered network management practices?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

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](/1-800-222-5377);  
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.