

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Up to 300 Mbps–Ephrata

|  |         |
|--|---------|
| Monthly charge for month-to-month plan | \$59.95 |
|--|---------|

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 | Unlimited |
|-----------------------------------|-----------|

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

|  |      |
|--|------|
| Cable modem: Customers may use their own modem or gateway; click here for <a href="#">our policy</a> | Free |
|--|------|

Other monthly fees, if applicable

|                      |                     |
|----------------------|---------------------|
| HomeFi <sup>SM</sup> | \$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 |
|------------------|--------------|

Reconnection fees:

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

|                      |         |
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| Non-Pay Reconnection | \$54.95 |
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|                           |        |
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| Addressable Authorization | \$2.00 |
|---------------------------|--------|

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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 | 303.00 Mbps |
|--------------------------|-------------|

|                        |           |
|------------------------|-----------|
| Typical speed upstream | 7.26 Mbps |
|------------------------|-----------|

|                 |                    |
|-----------------|--------------------|
| Typical latency | 10.75 milliseconds |
|-----------------|--------------------|

## Network Management

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

|  |     |
|--|-----|
| 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 <a href="#">privacy policy</a> |
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|                         |   |
|-------------------------|---|
| Complaints or Inquiries | To contact us: <a href="#">online</a> /1-800-222-5377;<br>To submit complaints to the<br>FCC: <a href="#">online</a> /(888)225-5322 |
|-------------------------|---|

Learn more about the [terms used on this form and other relevant information](#) at the FCC's website.