

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Pro 400—Milford/Hawley

Monthly charge for month-to-month plan	<b>\$129.95</b>
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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	<b>Unlimited</b>
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Cable modem: Customers may use their own modem or gateway; click here for <a href="#">our policy</a>	<b>Free</b>
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Other monthly fees, if applicable

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

Installation	<b>\$54.95</b>
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Additional Connections	<b>\$24.95/connection</b>
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Wall Fish	<b>\$49.95/wall</b>
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Modem Relocation	<b>\$24.95 each</b>
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Reconnection fees:

Standard	<b>\$24.95</b>
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Non-Pay Reconnection	<b>\$54.95</b>
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Addressable Authorization	<b>\$2.00</b>
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Special Requests or Custom Installation:	<b>\$54.95</b>
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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	<b>404.48 Mbps</b>
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Typical speed upstream	<b>20.53 Mbps</b>
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Typical latency	<b>9.44 milliseconds</b>
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## Network Management

Application-specific network management practices?	<b>No</b>
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Subscriber-triggered network management practices?	<b>Yes</b>
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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](#)/1-800-222-5377;  
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.