

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Up to 1.2 Gig

Monthly charge for month-to-month plan	\$119.95
--	----------

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
-----------------------------------	-----------

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
----------	---------

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](#)**

Typical speed downstream	1210.67 Mbps
--------------------------	--------------

Typical speed upstream	40.28 Mbps
------------------------	------------

Typical latency	14.83 milliseconds
-----------------	--------------------

Network Management

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

Subscriber-triggered network management practices?	Yes
--	-----

*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>
---------	--

Complaints or Inquiries	To contact us: <a href="#">online</a> /1-800-222-5377; To submit complaints to the 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.