

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Up to 400 Mbps

Monthly charge for month-to-month plan	\$64.95
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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

Data included with monthly charge	Unlimited
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Cable modem: Customers may use their own modem or gateway; click here for <a href="#">our policy</a>	Free
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Other monthly fees, if applicable

HomeFi <sup>SM</sup>	\$5.95/month/device
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One-time fees, if applicable

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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Reconnection fees:

Standard	\$24.95
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Non-Pay Reconnection	\$54.95
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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	404.37 Mbps
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Typical speed upstream	10.42 Mbps
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Typical latency	11.81 milliseconds
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## Network Management

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](#).

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; To submit complaints to the FCC: <a href="#">online</a> /(888)225-5322
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Learn more about the [terms used on this form and other relevant information](#) at the FCC's website.