

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for Up to 500 Mbps x 500 Mbps

Monthly charge for month-to-month plan	\$74.95
--	---------

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

PON modem required: click here for our policy	Free
---	------

Other monthly fees, if applicable

HomeFi SM	\$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	518.67 Mbps
--------------------------	-------------

Typical speed upstream	504.90 Mbps
------------------------	-------------

Typical latency	5.38 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 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.