

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Pro 500—Ephrata

Monthly charge for month-to-month plan **\$249.95**

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 **4 TB**

Charges for additional data usage – each additional 50GB **\$10**

Optional modem lease - Customers may use their own modem or gateway; click here for [our policy](#) **\$5.95/month**

Other monthly fees, if applicable

Static IP **\$14.95/month**

ProFi<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**

Modem Purchase **\$79.95 each**

Reconnection fees:

Standard **\$24.95**

Non-Pay Reconnection **\$54.95**

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 **501.93 Mbps**

Typical speed upstream **25.62 Mbps**

Typical latency **11.10 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.