

# Broadband Facts

Fixed broadband consumer disclosure

## Data Plan for 20 Mbps Service

Monthly charge for month-to-month plan	<b>\$59.95</b>
Monthly charge for 1 year contract plan	<b>No Contracts</b>

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>
Charges for additional data usage – each additional 50GB	<b>\$0.00</b>
Optional modem or gateway lease – Customers may use their own modem or gateway; click here for <a href="#">our policy</a>	<b>Included with service</b>
Other monthly fees	<b>None</b>
One-time fees	
Activation fee	<b>\$0.00</b>
Deposit	<b>\$0.00</b>
Installation fee	<b>\$60.00</b>
Early termination fee	<b>No Contracts</b>

## Government Taxes and Other Government-Related Fees May Apply: Varies by location

[Other services on network](#)

## Performance - Individual experience may vary

Typical speed downstream	<b>20 Mbps</b>
Typical speed upstream	<b>20 Mbps</b>
Typical latency	<b>3 milliseconds</b>
Typical packet loss	<b>0.01%</b>

## Network Management

Application-specific network management practices?	<b>Yes</b>
Subscriber-triggered network management practices?	<b>Yes</b>

More [details on network management](#)

## Privacy

See our [privacy policy](#)

## Complaints or Inquiries

To contact us:

Web: [Click to submit a message](#)

Phone: (618) 276-4211 or (800) 461-3956

To submit complaints to the FCC:

Web: [www.fcc.gov](http://www.fcc.gov)

Phone: (888)225-5322

Learn more about the [terms used on this form and other relevant information](#) at the FCC's website.