

Broadband Facts

Fixed broadband consumer disclosure

High Speed 10 Internet

Monthly charge for month-to-month plan	\$42.95
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	100 GB
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Charges for additional data usage	\$5 per 25 GB
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
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Other monthly fees	Not applicable
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One-time fees	\$60 installation
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	10 Mbps
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Typical speed upstream	1 Mbps
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Typical latency	12 milliseconds
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Typical packet loss	0.1%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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More [details on network management](#)

Privacy	See our privacy policy
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Complaints or Inquiries	To contact us: online /(866)928-3123; To submit complaints to the FCC: online /(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.

Broadband Facts

Fixed broadband consumer disclosure

High Speed 50 Internet

Monthly charge for month-to-month plan	\$59.95
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	100 GB
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Charges for additional data usage	\$5 per 25 GB
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
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Other monthly fees	Not applicable
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One-time fees	\$60 installation
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	10 Mbps
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Typical speed upstream	1 Mbps
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Typical latency	12 milliseconds
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Typical packet loss	0.1%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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Broadband Facts

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High Speed 100 Internet

Monthly charge for month-to-month plan	\$69.95
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	400 GB
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Charges for additional data usage	\$5 per 25 GB
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
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Other monthly fees	Not applicable
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One-time fees	\$60 installation
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	100 Mbps
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Typical speed upstream	5 Mbps
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Typical latency	12 milliseconds
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Typical packet loss	0.1%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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Broadband Facts

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High Speed 250 Internet

Monthly charge for month-to-month plan \$79.95

Monthly charge for 2 year contract plan n/a

Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge 500 GB

Charges for additional data usage \$5 per 25 GB

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for [our policy](#) \$10

Other monthly fees Not applicable

One-time fees \$60 installation

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

Performance - Individual experience may vary

Typical speed downstream 250 Mbps

Typical speed upstream 10 Mbps

Typical latency 12 milliseconds

Typical packet loss 0.1%

Network Management

Application-specific network management practices? Yes

Subscriber-triggered network management practices? Yes

More [details on network management](#)

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Broadband Facts

Fixed broadband consumer disclosure

High Speed 500 Internet

Monthly charge for month-to-month plan	\$89.95
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	1000 GB
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Charges for additional data usage	\$5 per 25 GB
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
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Other monthly fees	Not applicable
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One-time fees	\$60 installation
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	500 Mbps
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Typical speed upstream	10 Mbps
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Typical latency	12 milliseconds
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Typical packet loss	0.1%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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Broadband Facts

Fixed broadband consumer disclosure

Wave Gigabit Internet

Monthly charge for month-to-month plan	\$99.95
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like home networking service, television, and phone..

Other Charges and Terms

Data included with monthly charge	Unlimited
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Charges for additional data usage	Not applicable
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10
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Other monthly fees	Not applicable
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One-time fees	\$60 installation
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	1000 Mbps
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Typical speed upstream	20 Mbps
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Typical latency	12 milliseconds
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Typical packet loss	0.1%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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Broadband Facts

Fixed broadband consumer disclosure

Wave G 100 Mbps

Monthly charge for month-to-month plan	\$60
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like phone or router rental or Roku.

Other Charges and Terms

Data included with monthly charge	Unlimited
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Charges for additional data usage	n/a
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Optional router lease – Customers may use their own router	\$10
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Other monthly fees	Not applicable
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One-time fees	No install fee/Not applicable
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	100 Mbps
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Typical speed upstream	100 Mbps
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Typical latency	2 milliseconds
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Typical packet loss	0%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	No
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More [details on network management](#)

Privacy	See our privacy policy
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Broadband Facts

Fixed broadband consumer disclosure

Wave G Gigabit

Monthly charge for month-to-month plan	\$80
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Monthly charge for 2 year contract plan	n/a
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Click here for other [pricing options](#) including promotions and options to add other services, like phone or router rental or Roku.

Other Charges and Terms

Data included with monthly charge	Unlimited
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Charges for additional data usage	n/a
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Optional router lease – Customers may use their own router	\$10
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Other monthly fees	Not applicable
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One-time fees	No install fee/Not applicable
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - Individual experience may vary

Typical speed downstream	850 Mbps
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Typical speed upstream	850 Mbps
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Typical latency	2 milliseconds
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Typical packet loss	0%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	No
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