

Broadband Facts

Fixed broadband consumer disclosure

Business Voice/Data Packages for:

10Mbps, 15 Mbps, 20 Mbps, 50 Mbps

Monthly charge for month-to-month plan	10 Mbps/\$89.99 per month
	15 Mbps/\$134.99 per month
	20 Mbps/\$154.99 per month
	50 Mbps/\$174.99 per month

1-year contract	12 months, with no additional monthly charge
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Click here for other [pricing options](#) including promotions and options bundled with other services, like telephone and wireless services.

Other Charges and Terms

Data included with monthly charge	Unlimited Data
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Charges for additional data usage	No Charge
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Modem or gateway included with service – click here for [our policy](#)

Other monthly fees	Optional \$5 a month for wi-fi
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One-time fees	\$250 install fee, waived with 12 months of service
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

Performance - [Individual experience may vary](#)

Typical speed downstream for 10 Mbps	10 Mbps
Typical speed downstream for 15 Mbps	15 Mbps
Typical speed downstream for 20 Mbps	20 Mbps
Typical speed downstream for 50 Mbps	50 Mbps

Typical speed upstream for 10 Mbps	.9 Mbps
Typical speed upstream for 15 Mbps	.9 Mbps
Typical speed upstream for 20 Mbps	.9 Mbps
Typical speed upstream for 50 Mbps	10 Mbps

Typical latency for 10 Mbps	35 milliseconds
Typical latency for 15 Mbps	35 milliseconds
Typical latency for 20 Mbps	35 milliseconds
Typical latency for 50 Mbps	10 milliseconds

Typical packet loss for 10 Mbps	<1%
Typical packet loss for 15 Mbps	<1%
Typical packet loss for 20 Mbps	<1%
Typical packet loss for 50 Mbps	<1%

Network Management

Application-specific network management practices?	No
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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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Complaints or Inquiries	To contact us: online /(520)796-3333; 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.