

Broadband Facts

Fixed broadband consumer disclosure

Residential Voice/Data Packages 10Mbps & 15 Mbps

Monthly charge for month-to-month plan	10 Mbps/\$38 per month 15 Mbps/\$45 per month
1-year contract	No add'l monthly charge

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
Charges for additional data usage	No Charge
Modem or gateway included with service – click here for our policy	
Other monthly fees	Optional \$2 a month for wi-fi
One-time fees	\$25 early termination fee if disconnected within first 12 months

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 upstream for 10 Mbps	.9 Mbps
Typical speed upstream for 15 Mbps	.9 Mbps
Typical latency for 10 Mbps	35 milliseconds
Typical latency for 15 Mbps	35 milliseconds
Typical packet loss for 10 Mbps	<1%
Typical packet loss for 15 Mbps	<1%

Network Management

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

More [details on network management](#)

Privacy See our [privacy policy](#)

Complaints or Inquiries To contact us: [online](#)/(520)796-3333;
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.