

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for up to 500 Mbps Fiber Service Tier

Monthly charge for month-to-month plan	\$169.99
Monthly charge for 2 year contract plan	\$159.99

Promotional and bundle pricing option	NA / No Bundles
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Other Charges and Terms

Data included with monthly charges	Unlimited
Charges for additional data usage - each additional 50GB	\$0
Optional modem or gateway lease	Router included in monthly charges

Other monthly fees

One-time fees	\$0
Activation fee	\$0
Deposit	\$0
Installation Fee	\$0 Self Install (if Brightspeed Fiber was previously at the property) \$99 Tech Install
Early termination fee	\$0

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

Performance

Typical speed downstream	Up to 500 Mbps
Typical speed upstream	Up to 500 Mbps
Typical latency	20ms
Typical Packet Loss	6%

Network Management

Application-specific network management practice?	No
Subscriber-triggered network management practice?	No
Congestion Management Practice?	No
More details on network management.	No

Privacy:	See our privacy policy
Complaints or Inquiries	Phone: 1-833-692-7773 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