

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for up to 300 Mbps Premium Fiber Service Tier

|                                         |                 |
|-----------------------------------------|-----------------|
| Monthly charge for 2 year contract plan | \$209.99        |
| Promotional and bundle pricing option   | NA / No Bundles |

## 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)<br>\$99 Tech Install |
| Early termination fee                                         | \$0                                                                                         |
| Government Taxes and Other Government-Related Fees May Apply: | Varies by location                                                                          |

## Performance

|                          |                |
|--------------------------|----------------|
| Typical speed downstream | Up to 300 Mbps |
| Typical speed upstream   | Up to 300 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 <a href="#">details on network management.</a> | No |

|                         |                                                                                |
|-------------------------|--------------------------------------------------------------------------------|
| Privacy:                | See our <a href="#">privacy policy</a>                                         |
| Complaints or Inquiries | Phone: 1-833-692-7773<br>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