

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Business 500 "500x40"

Monthly charge for month-to-month plan	<b>\$149.95</b>
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Click here for other [pricing options](#) including promotions and options bundled with other services, like cable television and wireless services.

## Other Charges and Terms

Data included with monthly charge	<b>2500GB</b>
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Charges for additional data usage - Each additional 100 GB	<b>\$10.00</b>
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for [modem compatibility list](#)

Other monthly fees	<b>N/A</b>
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One-time fees

Installation	<b>\$49.95</b>
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**Government Taxes and Other Government-Related Fees May Apply:** Varies by location

[Other services on network](#)

## Performance - [Individual experience may vary](#)

Typical speed downstream	<b>511 Mbps</b>
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Typical speed upstream	<b>40 Mbps</b>
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Typical latency	<b>15 ms</b>
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**Privacy** See our [privacy policy](#)

## Complaints or Inquiries

To contact us: [Online](#)/(304)420-2470;

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.