

# Broadband Facts

Fixed broadband consumer disclosure

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

Monthly charge for month-to-month plan **\$89.95**

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 **2000GB**

Charges for additional data usage - Each additional 100 GB **\$10.00**

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for [modem compatibility list](#)

Other monthly fees

Modem Rental - EMTA **\$6.00**

Modem Rental - Wireless EMTA **\$12.00**

One-time fees

Installation - Internet Only **\$24.95**

Installation - Promotional bundle **\$0.00**

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

[Other services on network](#)

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

Typical speed downstream **505 Mbps**

Typical speed upstream **40 Mbps**

Typical latency **16 ms**

**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.