

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for LuminetSM Residential 40Mbps

Monthly charge for month-to-month plan	\$49.99
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Monthly charge for 2 year contract plan	Not Applicable
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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	Unlimited
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Charges for additional data usage	Not Applicable
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Optional gateway lease – Customers may use their own gateway; click here for our policy	\$9.00/Month
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Other monthly fees

Router Rental	\$5.00/Month
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Customers may purchase their own router, however, service performance is not guaranteed.

One-time fees	Not Applicable
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Government Taxes and Other Government-Related Fees May Apply and can Include State, Federal, and Local Taxes: Varies by location

[Other services on network](#)

Performance - [Individual experience may vary](#)

Typical speed downstream	40 Mbps
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Typical speed upstream	40 Mbps
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Typical latency	10 milliseconds
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Typical packet loss	0%
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Network Management

Application-specific network management practices?	Yes
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Subscriber-triggered network management practices?	Yes
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More [details on network management \(View Net Neutrality\)](#)

Privacy	See our privacy policy
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Complaints or Inquiries	To contact us: online /(888)474-9995; To submit complaints to the FCC: online /(888)225-5322
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Learn more about the [terms used on this form and other relevant information](#) at the FCC's website.