

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Air Residential 25Mbps

Monthly charge for month-to-month plan	<b>\$39.95</b>
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Monthly charge for 2 year contract plan	<b>Not Applicable</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>Unlimited</b>
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Charges for additional data usage	<b>Not Applicable</b>
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for <a href="#">our policy</a>	<b>Not Applicable</b>
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Other monthly fees

Receiver Rental	<b>\$10.00/Month</b>
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GigaHome Gateway Rental	<b>\$5.00/Month</b>
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One-time fees

Equipment Installation Fee	<b>\$99.00</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>25 Mbps</b>
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Typical latency	<b>10 milliseconds</b>
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Typical packet loss	<b>0%</b>
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## Network Management

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

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**Complaints or Inquiries** To contact us: [online](#)/(800)628-1754;  
To submit complaints to the FCC:  
[online](#)/(888)225-5322

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