

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for Business Express—Wilkes-Barre

Monthly charge for 1 year contract plan	\$109.95
Monthly charge for 3 year contract plan	\$99.95

Other Charges and Terms

Data included with monthly charge	Unlimited
Charges for additional data usage – each additional 50GB	\$0
Modem rental	Included
Other monthly fees	Not Applicable
One time fees, if applicable	
Setup	\$249.95
<i>Waived with 3 year agreement.</i>	

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

[Other services on network](#)

Some PenTeleData service partners' digital phone services also share bandwidth with Internet access service.

Performance - [Individual experience may vary](#)

Typical speed downstream	11.30 Mbps
Typical speed upstream	1.86 Mbps
Typical latency	15.20 milliseconds
Typical packet loss	0.00%

Network Management

Application-specific network management practices?	No
Subscriber-triggered network management practices?	Yes
<i>A subscriber may trigger network management practices for a number of reasons including, but not limited to, sending "spam" messages, spreading viruses and other malware, etc.</i>	

More [details on network management](#).

Privacy

See our [privacy policy](#)

Complaints or Inquiries

To contact us: [online](#)/1-800-281-3564;

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.

