

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Business Express—Bears Head, Hazleton

Monthly charge for 1 year contract plan	<b>\$109.95/month</b>
Monthly charge for 3 year contract plan	<b>\$99.95/month</b>

## Other Charges and Terms

Data included with monthly charge	<b>700 GB</b>
Charges for additional data usage – each additional 50GB	<b>\$10</b>
Modem rental	<b>Included</b>
Other monthly fees	<b>Not Applicable</b>
One time fees, if applicable	
Setup	<b>\$249.95</b>
<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	<b>9.85 Mbps</b>
Typical speed upstream	<b>1.60 Mbps</b>
Typical latency	<b>23.00 milliseconds</b>
Typical packet loss	<b>0.00 %</b>

## Network Management

Application-specific network management practices?	<b>No</b>
Subscriber-triggered network management practices?	<b>Yes</b>
<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.

