

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for Sonic—Wilkes-Barre

|   |                 |
|---|-----------------|
| Monthly charge for 1 year contract plan | <b>\$139.95</b> |
| Monthly charge for 3 year contract plan | <b>\$124.95</b> |

## Other Charges and Terms

|  |                       |
|--|-----------------------|
| Data included with monthly charge                        | <b>Unlimited</b>      |
| Charges for additional data usage – each additional 50GB | <b>\$0</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>23.49 Mbps</b>         |
| Typical speed upstream   | <b>2.45 Mbps</b>          |
| Typical latency          | <b>17.00 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.

