

# Broadband Facts

for Residential Use

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### KEY

TN = West Tennessee

NEA = Northeast Arkansas/Southeast Missouri

TCT = Tri-County (North Central Arkansas)

DSL = Digital Subscriber Line

FTTH = Fiber To The Home

Cable = Cable Modem Internet

Mbps = Megabits Per Second

# TN DSL 3 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$35/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 3 Mbps

Typical speed upstream 0.5 Mbps

Typical latency < 50 Milliseconds Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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\*DSL internet must be purchased with phone.

# TN DSL 8 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$45/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 8 Mbps

Typical speed upstream 1 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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# TN DSL 15 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$50/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 15 Mbps

Typical speed upstream 1 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

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# TN DSL 25 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$60/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

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

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 25 Mbps

Typical speed upstream 3 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

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### Privacy

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\*DSL internet must be purchased with phone.

# TN Cable 15 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$45/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 15 Mbps

Typical speed upstream 2 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

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# TN Cable 30 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$55/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 30 Mbps

Typical speed upstream 2 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

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# TN Cable 50 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$65/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 50 Mbps

Typical speed upstream 5 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

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### Privacy

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# TN Cable 100 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$85/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 100 Mbps

Typical speed upstream 15 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

### Complaints or Inquiries

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# TN FTTH 100 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$85/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 100 Mbps

Typical speed upstream 15 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

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### Privacy

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\*100 Mbps fiber to the home internet service only available in select areas in West Tennessee.

# NEA DSL 8 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$57.95/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

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

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 8 Mbps

Typical speed upstream 1 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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\*DSL internet must be purchased with phone.

# NEA DSL 15 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$67.95/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

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

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 15 Mbps

Typical speed upstream 1 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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\*DSL internet must be purchased with phone.

# NEA DSL 25 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$59.95/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

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

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 25 Mbps

Typical speed upstream 3 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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\*DSL internet must be purchased with phone.

# NEA Cable 15 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$45/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 15 Mbps

Typical speed upstream 2 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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# NEA Cable 30 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$55/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 30 Mbps

Typical speed upstream 2 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

### Complaints or Inquiries

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# NEA Cable 50 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan	\$65/mo.
--	----------

Monthly charge for 1 year contract plan	We do not currently sell a la carte internet at a promotional rate.
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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	Subject to the <a href="#">Acceptable Use Policy</a>
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Charges for additional data usage	N/A
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Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees	\$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee
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One-time fees	\$39.95 installation Fee
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### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream	50 Mbps
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Typical speed upstream	5 Mbps
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Typical latency	< 50 MS Roundtrip
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Typical packet loss	< 0.1%
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### Network Management

Application-specific network management practices?	No
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Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

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# NEA Cable 100 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$85/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 100 Mbps

Typical speed upstream 15 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

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# NEA FTTH 100 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$85/mo.

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

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

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 100 Mbps

Typical speed upstream 15 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
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\*100 Mbps FTTH internet service only available in Brookland Hills, Arkansas

# TCT DSL 6 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$35.95/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 6 Mbps

Typical speed upstream 1 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
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More [details on network management](#)

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\*DSL internet must be purchased with phone.

# TCT DSL 12 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$45.95/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 12 Mbps

Typical speed upstream 1 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
[See the Acceptable Use Policy](#)

More [details on network management](#)

### Privacy

### Complaints or Inquiries

To contact us: [online/\(888\)336-4466](#)  
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.

\*DSL internet must be purchased with phone.

# TCT DSL 25 Mbps

## Broadband Facts

Fixed broadband consumer disclosure

### Choose Your Service Data Plan for

Monthly charge for month-to-month plan \$59.95/mo.\*

Monthly charge for 1 year contract plan We do not currently sell a la carte internet at a promotional rate.

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 Subject to the [Acceptable Use Policy](#)

Charges for additional data usage N/A

Optional modem or gateway lease - Customers may use their own modem or gateway; click here for [our list of acceptable modems](#)

Other monthly fees \$2.99 Modem 24/7 Support and Optional \$8 Wireless Fee

One-time fees \$39.95 installation Fee

### Government Taxes and Other Government-Related Fees May

**Apply:** Varies by location

**Performance -** Many factors can affect speeds which vary and are not guaranteed.

Typical speed downstream 25 Mbps

Typical speed upstream 3 Mbps

Typical latency < 50 MS Roundtrip

Typical packet loss < 0.1%

### Network Management

Application-specific network management practices? No

Subscriber-triggered network management practices?  
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