

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](#)

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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](#)

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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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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?
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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?
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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?
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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 10 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 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.*
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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 Acceptable Use Policy
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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	8 Mbps
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Typical speed upstream	1 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](#)

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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](#)

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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?
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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.
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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
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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
---------------	--------------------------

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
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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](#)

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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
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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	30 Mbps
--------------------------	---------

Typical speed upstream	2 Mbps
------------------------	--------

Typical latency	< 50 MS Roundtrip
-----------------	-------------------

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](#)

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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.
---	---

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
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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
---------------	--------------------------

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%
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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](#)

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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 10 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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*100 Mbps 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?
[See the Acceptable Use Policy](#)

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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.*
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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
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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
---------------	--------------------------

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
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Subscriber-triggered network management practices?
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