



Broadband Facts

Fixed Broadband consumer disclosure

Monthly Charges

Monthly charge for month to month plan:

Online Extra (20 mbps)	\$42.95
Online ultimate (60 mbps)	\$52.95
Online Extreme (115 mbps)	\$62.95
enTouch Go! (1000 mbps)	\$99.95

Monthly charge for contract plans:

Two Year Contract:

Online Ultimate (60 mbps)	\$39.95
Online Extreme (115 mbps)	\$49.95
enTouch Go (1000 mbps)	\$69.95

Click [here](#) and click on promotions for pricing options including promotions and options bundled with other services, such as cable television and alarm monitoring

Other Charges and Terms

Data included with monthly charge	1 TB
Charges for additional data usage	None
Optional modem or gateway lease- Customers may use their own modem or gateway;	\$8.00

Router Fee	\$1.95
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One time Fees

Installation	\$99
Deposit (deposit may be required for some customers based on credit history or other factors)	\$50
Contract termination fee	Varies

Click [here](#) for full statement on potential deposits and early termination fees

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

Performance [-Individual experience may vary](#)

Typical Speed Downstream	19.99 mbps
Typical speed upstream	1.99 mbps
Latency	< 1%
Packet Loss	4.15 m/s

Network Management

Application-specific network management practices

enTouch provides its customers with full access to all the lawful content, services, and applications via the Internet. enTouch does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, and identity theft), does not modify protocol fields in ways not prescribed by protocol standards, and does not inhibit or favor certain applications or classes of applications.

Subscriber-triggered network management practices

Please view our [Acceptable Use Policy](#)

[More details on network management](#)

Privacy

See our [Privacy Policy](#)

Complaints or inquiries

To contact: [online](#) /281-225-1000

To submit complaints to the FCC: [Online](#) or 888-225-5322

Learn more about the [terms used on this form and other relevant information](#) at the FCC's website

<https://www.fcc.gov/>