

# Broadband Facts

Fixed broadband consumer disclosure

## Choose Your Service Data Plan for *Standard Internet*

Monthly charge for month-to-month plan \$31.00

Monthly charge for contract plan N/A

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 N/A

Charges for additional data usage N/A

Optional modem or gateway lease – Customers may use their own modem or gateway; click here for [our policy](#) \$7.00/ month

Other monthly fees

Internet  
Recovery Fee-  
\$0.70

Internet  
Equipment Fee-  
\$6.75

One-time fees

Standard  
Installation  
Fee- \$50

\*\*Fee is  
waived when  
combined  
with another  
service\*\*

Deposits may be required based on the credit application results. \$150 to \$500

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

## [Other services on network](#)

NorthState also provides voice service over this network.

## Performance - [Individual experience may vary](#)

Advertised downstream speed 15 Mbps

Typical speed downstream 12.9 Mbps

Advertised upstream speed 1 Mbps

Typical speed upstream 0.9 Mbps

Typical latency

2 ms

## Network Management

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Application-specific network management practices? *No*

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Subscriber-triggered network management practices? *No*

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More [details on network management](#).

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**Privacy**

See our [privacy policy](#)

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**Complaints or Inquiries**

To contact us: [online/](#)(336)886-3600;

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

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