

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for Fiber Internet

Monthly charge for month-to-month plan \$74.00

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

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](#)

TV and Voice service are also provided over this network.

Performance - [Individual experience may vary](#)

Advertised downstream speed 1 Gbps

Typical speed downstream 947.8 Mbps

Advertised upstream speed 1 Gbps

Typical speed upstream 924.0 Mbps

Typical latency

2 ms

Network Management

Application-specific network management practices? Yes

In certain situations, NorthState prioritizes voice service over Internet and TV service.

Subscriber-triggered network management practices?

No

More [details on network management](#).

Privacy

See our [privacy policy](#)

Complaints or Inquiries

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

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.