



Broadband Facts

Fixed Broadband Consumer Disclosure

Monthly Charges

Year 1 monthly charge for new customers:

50 Mbps Internet	\$19.99
300 Mbps Internet	\$35.99
600 Mbps Internet	\$49.99
Gig Internet	\$69.99

Visit entouch.net or call 1-888-610-1499 for the most updated pricing and promotions.

Other Charges and Terms

Optional modem or gateway lease <i>(enTouch cannot guarantee performance of a customer-owned modem)</i>	\$11.50
Network Access and Maintenance Fee	\$3.97

One-Time Charges

Installation	\$79.95
Activation	\$9.99
Deposit <i>(deposit may be required for some customers based on credit history or other factors)</i>	\$50.00

Visit entouch.net/service-terms or call 1-888-610-1499 for the full list of terms and conditions.

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

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.

Visit entouch.net/service-terms for more details on network management.

Privacy: visit entouch.net/privacy-policy for more information.

Complaints or Inquiries

Contact enTouch at 1-888-610-1499
To submit complaints to the FCC: [Online](#) or 1-888-225-5322

Learn more about the [terms used on this form](#) and other relevant information at the FCC's website (<https://www.fcc.gov>).