

CityLink Broadband Facts

Fixed Broadband Consumer Disclosure

Rev. 1 8-24-2016

Monthly Service Charges

mbps = MegaBits per Second (speed is listed as download x upload)

City = Inside City Limits Town = Township (Outside City Limits)

Internet Tier	Residential	Business	Non-Profit
Cable Modem Tier 1 10 mbps x 1.5 mbps	City: \$22.95 Town: \$24.50	\$40.95	\$22.95
Cable Modem Tier 2 20 mbps x 3 mbps	City: \$34.00 Town: \$36.00	\$56.95	\$34.00
Cable Modem Tier 3 30 mbps x 5 mbps	City: \$52.00 Town: \$55.00	\$93.95	\$52.00
Cable Modem Tier 4 50 mbps x 10 mbps	N/A	\$199.95	N/A

* All Internet tiers have unlimited data (monthly transfer)

* Cable modem monthly rental is \$7.00 (Residential & Non-Profit) \$9.00 (Business)

* There is no installation fee for Residential service (Business & Non-profit installation fees vary)

Performance

Typical Download Speed (mbps)	Tier 1: 9.8 Tier 2: 19.5 Tier 3: 29.3 Tier 4: 49.1
Typical Upload Speed (mbps)	Tier 1: 1.4 Tier 2: 2.94 Tier 3: 4.96 Tier 4: 9.3
Typical Latency	24 milliseconds
Typical Packet Loss	.01%

Network Management

Application-specific network management practices?	None
Subscriber-triggered network management practices?	None

Privacy

See our privacy policy	http://www.wadsworthcitylink.com/city-link/policies.html
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Complaints

Contact the FCC:	Phone: 1-888-225-5322 Web: https://consumercomplaints.fcc.gov
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