

Broadband Facts

Fixed broadband consumer disclosure

NineStar Connect

5 Gb.

| | |
|---|-----------------|
| Monthly charge for month-to-month plan | \$448.50 |
| Monthly charge for 2 year contract plan | \$448.50 |

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 | Unlimited |
| Charges for additional data usage | \$0.00 |
| Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy | \$12.00/month |
| Other monthly fees | Not Applicable |
| One-time fees | |
| Activation fee | \$0.00 |
| Deposit | \$50.00 or \$100.00 (based on credit) |
| Installation fee | \$0.00, \$50.00 or \$100.00 (based on contract) |
| Early termination fee | \$300.00 (if in contract) |

Government Taxes and Other Government-Related Fees May

Apply: Varies by location

[Other services on network](#)

Performance - Individual experience may vary

| | |
|--------------------------|-----------------------|
| Typical speed downstream | 5 Gbps |
| Typical speed upstream | 5 Gbps |
| Typical latency | 8 milliseconds |
| Typical packet loss | <0.08% |

Network Management

| | |
|--|------------|
| Application-specific network management practices? | Yes |
| Subscriber-triggered network management practices? | Yes |

More [details on network management](#)

Privacy

See our [privacy policy](#)

Complaints or Inquiries

To contact us: [online](#) / (317) 326.4357

support@ninstarconnect.net

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

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