Broadband Facts

Fixed broadband consumer disclosure

NineStar Connect

1 Gbps.

Monthly charge for month-to-month plan	**$109.50**
Monthly charge for 2 year contract plan	**$109.50**

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 router lease – Customers may use their own router; 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	**1 Gbps**
Typical speed upstream	**1 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@ninestarconnect.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.