

Broadband Facts

Fixed broadband consumer disclosure

NineStar Connect

500 Mb.

Monthly charge for month-to-month plan	\$99.50
Monthly charge for 2 year contract plan	\$99.50

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	500 Mbps
Typical speed upstream	500 Mbps
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](#).