

# Broadband Facts

Fixed broadband consumer disclosure

NineStar Connect

## 5 Gb.

Monthly charge for month-to-month plan	<b>\$448.50</b>
Monthly charge for 2 year contract plan	<b>\$448.50</b>

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

## Government Taxes and Other Government-Related Fees May Apply: Varies by location

[Other services on network](#)

## Performance - Individual experience may vary

Typical speed downstream	<b>5 Gbps</b>
Typical speed upstream	<b>5 Gbps</b>
Typical latency	<b>8 milliseconds</b>
Typical packet loss	<b>&lt;0.08%</b>

## Network Management

Application-specific network management practices?	<b>Yes</b>
Subscriber-triggered network management practices?	<b>Yes</b>

More [details on network management](#)

## Privacy

See our [privacy policy](#)

## Complaints or Inquiries

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

[support@ninstarconnect.net](mailto: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](#).