

Broadband Facts

Fixed broadband consumer disclosure

Choose Your Service Data Plan for *Fiber Internet 500*

Monthly charge for month-to-month plan	\$59.99
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Monthly charge for contract plan	N/A
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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	N/A
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Charges for additional data usage	N/A
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Optional modem or gateway lease – Customers may use their own modem or gateway; click here for our policy	\$10.00/ month
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Other monthly fees	Internet Recovery Fee- \$0.70
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One-time fees	Standard Installation Fee- \$75
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Deposits may be required based on the credit application results.	\$150 to \$500
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Government Taxes and Other Government-Related Fees May Apply: Varies by location

[Other services on network](#)

TV and Voice service are also provided over this network.

Performance - [Individual experience may vary](#)

Advertised downstream speed	500 Mbps
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Typical speed downstream	452.9 Mbps
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Advertised upstream speed	500 Mbps
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Typical speed upstream	480.0 Mbps
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Typical latency	1 ms
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Network Management

Application-specific network management practices?	Yes
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In certain situations NorthState prioritizes voice service over Internet and TV service.

Subscriber-triggered network management practices?	No
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More [details on network management](#).

Privacy	See our privacy policy
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Complaints or Inquiries	To contact us: online /(336)886-3600;
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To submit complaints to the FCC:
[online](#)/(888)225-5322

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