FCC Broadband Disclosure

Lumos Internet Broadband Disclosures

Lumos makes every effort to provide consumers with accessible, easy-to-understand information about the services we provide, so they can make informed decisions about which services best meet their needs. We have established this page as a single place where consumers can access and review the relevant policies, agreements, and other information about our Lumos Internet broadband services.

Additionally, the Federal Communications Commission ("FCC") requires that Lumos and other providers of broadband Internet access services disclose certain information regarding those Internet services. The information required for disclosure under the FCC's rules is found below and in the various policies and documents listed and linked on this page.

Use of Lumos Internet services is governed by various service terms and conditions that are available [here](https://www.lumosfiber.com/terms-and-conditions/).

Network Management Practices

Lumos’ network and congestion management practices are ‘application-agnostic’, based on current network conditions, and are not implemented on the basis of customers’ size, online activities, protocols or applications. Lumos does not manage congestion by capping an individual customer’s usage, reducing the speed of an individual customer’s service once a certain amount of usage is exceeded, or other similar strategies. Instead, Lumos focuses on anticipating and avoiding congestion by monitoring network usage and augmenting capacity in a targeted manner. For more details on Lumos [Network Management Policy](https://www.lumosfiber.com/terms-and-conditions/#NetworkManagementPolicy).

Performance Characteristics

Lumos offers a variety of Broadband Services over copper and fiber-based technologies, each of which may have a different service capability speed. The term speed is often used to describe the capacity at which a particular Broadband Service can transmit data. The capacity is typically measured in the number of kilobits, megabits, or gigabits that can be transmitted in one second (Kbps, Mbps or Gbps). Some applications such as sending email without attachment or basic web browsing do not require high capacity speeds to function optimally. Other activities like transferring large data files are best performed with higher-speed services. Lumos works with customers in order to help them decide what service speed best meets their needs.

Network Performance

Lumos is committed to providing incredibly fast network speeds over wired devices, however there are a number of situations to cause your network to slow down that are beyond Lumos control, including the speed of connection between Lumos network and the websites you visit, congestion on intermediate networks during peak usage times, and/or limitations on your own computer equipment, including a wireless router and inside wiring. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a Lumos broadband service.

Download & Upload Speeds, Latency, Pricing

Residential

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speed Download | Speed Upload | Latency | Monthly Rate | Promo Rate |
| 3M (NC only) | 512Kbs | 15 milliseconds | $37.99 | NA |
| 15M (NC only) | 1M | 15 milliseconds | $38.99 | NA |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speed Download | Speed Upload | Latency | Solo Rate | Bundled Rate |
| 10M (VA only) | 1M | 15 milliseconds | $51.99 | $43.99 |
| 25M (VA only) | 5M | 15 milliseconds | $47.95 | $36.99 |
| 50M (VA only) | 10M | 15 milliseconds | $62.95 | $47.95 |
| 100M (VA only) | 10M | 15 milliseconds | $77.95 | $62.95 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speed Download | Speed Upload | Latency | Monthly Rate | 1yr Term |
| 200M | 200M | 10 milliseconds | $40 | NA |
| 500M | 500M | 10 milliseconds | $60 | $50 |
| 1Gig | 1Gig | 10 milliseconds | $80 | $70 |
| 2Gig | 2Gig | 10 milliseconds | $110 | $100 |
| 5Gig | 5Gig | 10 milliseconds | $330 | NA |

Business

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speed Download | Speed Upload | Latency | Monthly Rate | 3yr Term |
| 100M | 100M | 10 milliseconds | $95 | $65 |
| 200M | 200M | 10 milliseconds | $110 | $80 |
| 500M | 500M | 10 milliseconds | $130 | $100 |
| 1Gig | 1Gig | 10 milliseconds | $180 | $150 |
| 2Gig | 2Gig | 10 milliseconds | $280 | $250 |
| 5Gig | 5Gig | 10 milliseconds | $430 | $400 |

Commercial Terms

Price

Lumos Internet broadband services may be subject to promotional rates. Additional fees, such as for equipment rental, installation, and early termination, may apply. A description of Lumos’ service offerings, promotions and rates may be found on Lumos’ website at [www.lumosfiber.com](https://www.lumosfiber.com/).

Privacy Policy

Lumos is committed to respecting and protecting the privacy of our customers. We have strict policies governing access by employees and others to customer communications and information. We access customer account records for authorized business purposes only. We educate our employees about their obligation to safeguard customer information and communications, and we hold them accountable for their actions. In short, privacy is a priority for Lumos in all aspects of our business. For more details on Lumos [Customer Privacy Policy](https://www.lumosfiber.com/privacy-policy/)

Redress Options

For questions, complaints or requests for additional information, please contact Lumos at 866-542-5900. Email help@lumosfiber.com for questions, or visit our [Contact Us](https://www.lumosfiber.com/contact-us/) page online to send us a message, phone or live chat. To submit complaints to the FCC call 1-888-225-5322 or visit [www.consumercomplaints.fcc.gov/hc/en-us/](http://www.consumercomplaints.fcc.gov/hc/en-us/).