

Broadband Facts

Fiber One Gigabit

Fixed broadband consumer disclosure
available to residents of 15213

Last updated August 31, 2022

Base monthly cost

\$99.99

Unlimited data at speeds up to 940/880 Mbps per month. Includes provider fees and government taxes.
[Click here for more pricing options](#) including promotions and bundled options such as cable television.

Optional monthly charges/discounts

College student discount	\$ - 20.00
Military and veteran discount	\$ - 15.00
Auto Pay + Paper-Free discount	\$ - 10.00
Router lease + tax	Included
2 TB cloud storage	Included
Unlimited cloud storage	\$5.00
Inside Wire Maintenance	\$15.00
Home Device Protect	\$25.00

Activation

Setup and installation	Included
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Performance

Individual experience may vary. Listed measurements reflect the typical range of these performance fluctuations.

[What do these mean?](#)

Government Performance Ratings ([fcc.gov/broadband](https://www.fcc.gov/broadband))

Web browsing	Good	Streaming audio	Good	Streaming video	Acceptable
Videoconferencing	Marginal	Gaming	Poor	Online backups	Good

	When performance is poor (10th percentile)	When performance is normal (median)
Speed (downstream)	308 Mbps	929.5 Mbps
Speed (upstream)	311 Mbps	912.22 Mbps
Latency	380ms	86ms
Packet loss	5.25%	0.4%

Reliability

[What do these mean?](#)

Individual experience may vary.

Average monthly downtime per customer	1 hour 14 minutes
Total number of outages, last 3 years	105

Network management practices

[What do these mean?](#)

Traffic management Fiber One does not affirmatively manage congestion on the network through mechanisms such as real-time throttling, blocking, or dropping of specific end user traffic based on source or content.	Effect None
Paid prioritization None	Effect None
Zero-rating/Data allowance exceptions Free Fortnite!	Effect Traffic to Epic Games servers does not count against usage caps on any of Fiber One's applicable plans.

Privacy

[See our privacy policy](#) at cups.cs.cmu.edu/broadband

Complaints or Inquiries

To contact us: [online](#) / 1 (800) 837-4966
To submit complaints to the FCC: [online](#) / 1 (888) 225-5322