

# Broadband Facts

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**Ciello**

**Half Gig, 500 Mbps**

Fiber Broadband Consumer Disclosure

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**Monthly Price**

**\$117.95/month**

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This monthly price is not an introductory rate and does not include any discounts. This price does not require a contract.

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## Additional Charges & Terms

*Provider Monthly Fees:*

**GigaSpire/GigaCenter Router rental** \$ 0.00/month

**Optional Ciello Support Solutions** \$ 5.00/month

*Includes GigaSpire; ExperienceIQ app; whole home Wi-Fi assessment; after-hours/weekend phone support; one booster/mesh, if needed; on-site support. See details/restrictions [HERE](#).*

**Optional Booster/Mesh** \$100 or \$ 8.33/month for one year

*One-Time Purchase Fees:*

**Installation Fees** \$ 0.00/month

*All installation fees are included up to \$1,200; charges incurred above that will be the customer's responsibility. All charges will be disclosed to customer prior to proceeding with installation.*

**Deposit**

*Based on soft credit check*

*Other:*

**Seasonal Rate** \$ 15.00/month + \$25 reconnection fee

**Late Payment Fee** \$ 30.00/month

*Refer to Terms and Conditions [HERE](#) for all details*

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## Discounts & Bundles

None available

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## Speeds Provided with Plan

Typical download speed 500 Mbps

Typical upload speed 500 Mbps

Typical latency 8-12 ms

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**Data Included with Monthly Price**

**Unlimited**

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## Network Management Policy

[ciello.com/network-management-policy](https://ciello.com/network-management-policy)

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## Privacy Policy

[ciello.com/privacy-policy](https://ciello.com/privacy-policy)

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## Customer Support

Phone: 719-852-3538, 800-332-7634

Contact us [ciello.com/contact-us](https://ciello.com/contact-us)

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Learn about the terms used in this label by visiting the Federal Communications Commission's Consumer Resource Center.

[fcc.gov/consumer](https://fcc.gov/consumer)

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