



Albion Ventures LLC

Broadband Label

Effective Date: August 11, 2025

Service Provider: Albion Ventures LLC

Service Type: Fixed Wireless Broadband (RES-Q Broadband)

Contact: 844-840-SAVE (7283), privacy@albionventures.com, <https://albionventures.com/>

Pricing

- **Monthly Price:** Varies by plan; see <https://albionventures.com/> for details.
- **Additional Fees:**
 - Activation Fee: Varies by plan, disclosed at sign-up.
 - Equipment as a Service (EaaS) Fee: Applied unless enrolled in a 24-month term plan.
 - Equipment Recovery Fee: \$99 if canceled within 12 months (term agreements).
 - Unreturned Equipment Fee: \$550 for unreturned or damaged equipment.
 - Reconnection Fee: Applied for service reactivation after termination.
 - Taxes and surcharges apply, as outlined in Terms of Service (ToS) Section 10.1.
- **Promotional Offers:** Subject to change; see website for current offers.
- **Billing:** Monthly charges billed in advance; usage charges in arrears via credit card.

Speeds Provided

- **Advertised Speeds:** Vary by plan; see <https://albionventures.com/> for specific plan details.
- **Typical Speeds and Latency:** Speeds and latency vary based on network conditions, usage, and location. No guaranteed speeds due to shared network capacity. Typical latency ranges from 20 -50 ms, subject to congestion.
- **Note:** Service is provided “AS IS” and “AS AVAILABLE” (ToS Section 6.1). Performance may be affected by network congestion, maintenance, or third-party network conditions.

Data Caps and Allowances

- **Data Usage:** No fixed data caps, but excessive usage impacting network performance may trigger management actions (see Network Management Practices).



- **Overage Charges:** None, but excessive usage may result in reduced speeds (ToS Section 3.5, AUP).

Network Management Practices

Albion Ventures LLC uses third-party network infrastructure to provide fixed wireless broadband. Our Acceptable Use Policy (AUP) serves as our Network Management Policy, ensuring network stability and fair access for all subscribers. Key practices include:

- **Congestion Management:** To ensure fair access during network congestion (e.g., peak usage periods or in areas with limited capacity), we or our network provider may temporarily slow data speeds for heavy users. This applies to all plans, particularly high-data users, and may affect streaming, downloads, or other high-bandwidth activities. Subscribers may be notified via email or account alerts if their usage triggers significant restrictions (ToS Section 3.5).
- **Throttling:** We or our network provider may reduce speeds for subscribers engaging in excessive traffic (e.g., usage significantly exceeding typical residential patterns) to manage network resources. This may occur during congestion and impacts activities like streaming or downloads (ToS Section 3.5, AUP).
- **Blocking:** We do not block lawful content, applications, services, or non-harmful devices, except to address illegal activities (e.g., hacking, spamming) or security threats (e.g., malware, denial-of-service attacks) as outlined in our AUP.
- **Prioritization:** We do not engage in paid prioritization or favor specific content, applications, or services, except as required for network integrity or legal compliance.
- **Third-Party Policies:** Our services are subject to our network provider's usage and management policies, which we enforce to maintain service quality (ToS Section 7, AUP Section 1).

Privacy

- **Data Collection:** We and our network provider may collect data (e.g., IP addresses, usage patterns, device information) for network management, such as congestion control, security, or legal compliance. This data may be shared with authorized parties as needed, per our Privacy Policy (Section 5) and our provider's policies.
- **Privacy Policy:** See <https://albionventures.com/> for our full Privacy Policy, detailing data use, protection, and your rights under laws like CPRA.

Customer Support

- **Contact:** Call 844-840-SAVE (7283) (Monday–Friday, 8:00 AM–5:00 PM EST) or email service@albionventures.com for support or complaints.



- **Dispute Resolution:** Disputes are resolved via binding arbitration in Nassau County, New York, per ToS Section 16.

Additional Information

- **Terms of Service and AUP:** Available at <https://albionventures.com/>. These govern service usage, including restrictions on excessive traffic, server hosting, and illegal activities (ToS Section 3.3, AUP).
- **Provider Policies:** Our network provider's policies apply and are enforced by us. Contact us for details or see their policies for additional information.
- **FCC Guidance:** For more on broadband labels, visit <https://www.fcc.gov/consumer-governmental-affairs/internet-service-provider-disclosures/disclosure-instructions-isps>.