

# Broadband Label Disclosure

## RESIDENTIAL BROADBAND SERVICES AND PRICING

To access the Current Rate of your service(s), [click here](#) to view your current bill.<  
<https://myservices.timewarnercable.com/>>

### Current Standard Service Offerings (Month-to-Month Plan) \*

#### Spectrum Internet:

Standard Monthly charge for Internet	\$64.99
Standard Monthly charge for Internet with TV	\$54.99

#### Spectrum Ultra Internet:

Standard Monthly charge for Internet	\$104.99
Standard Monthly charge for Internet with TV	\$94.99

#### Spectrum Internet Assist \*\*:

Standard Monthly charge for Internet	\$14.99
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#### Internet Every Day Low Price \*\*\*:

Standard Monthly charge for Internet	\$14.99
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[Click here](#) <<http://www.charter.com/>> for other pricing including promotions and options bundled with other services, like cable television and phone services.

### Other Charges and Terms \*

Data included with monthly charge	Unlimited
Charges for additional data usage	No Charge
Modem or gateway lease, if applicable (Customers may use their own modem or gateway - <a href="#">Click here for our policy</a> < <a href="https://www.charter.com/browse/content/docsis-modem-policy">https://www.charter.com/browse/content/docsis-modem-policy</a> >)	<a href="#">Click here to view Current Bill</a> (< <a href="https://myservices.timewarnercable.com/">https://myservices.timewarnercable.com/</a> >)
WiFi	\$5.00
Security Suite	No Charge

### Standard One Time Charges \*

Hourly Labor Charge	\$49.99
Standard Installation Fee	\$49.99
Spectrum Ultra Internet Activation Fee	\$199.99
Self-Installation (Must be existing video customer to qualify)	No Charge
WiFi Activation Fee (in addition to installation fee)	\$39.99
WiFi Self Installation (Must be existing video customer to qualify)	No Charge
Move/Transfer of Spectrum Service(s)	\$49.99
Change of Service - Special Trip	\$49.99
Reconnection Fee	\$4.99
Unreturned Equipment Fee	

eMTA Modem/Phone Modem	\$39.00
Wifi Modem/Extender/Router/Gateway	\$78.00

\* State, Local, Government Taxes and Fees may apply and vary by location. Prices above do not include taxes and fees. Rates may vary for promotional, packages and non-standard events or service requests.

### Other Services on Network

Information can be found in [Network Management Practices Policy](https://www.charter.com/browse/content/network) <link to network mgmt policy, <https://www.charter.com/browse/content/network>>

### PERFORMANCE METRICS

**Individual experience may vary.** [Click here](https://www.charter.com/browse/content/network) <link to network mgmt policy, <https://www.charter.com/browse/content/network>> **for additional information on the factors and conditions that may impact your experience.**

Latency is a measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's Internet connected device and the ultimate Internet destination (as well as the number, variety, and quality of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Packet loss is the percentage of packets that are sent by the source but not received by the destination. A small amount of packet loss is expected, and indeed some Internet protocols use the packet loss to understand Internet congestion and to adjust the sending rate accordingly.

#### 3 x 1 Mbps:

Typical median download speed	3 Mbps or higher
Typical median upload speed	1 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%

#### 30 x 4 Mbps

Typical median download speed	30 Mbps or higher
Typical median upload speed	4 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%

#### 30 x 5 Mbps:

Typical median download speed	30 Mbps or higher
Typical median upload speed	5 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%

#### 60 x 5 Mbps:

Typical median download speed	60 Mbps or higher
Typical median upload speed	5 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms

Typical median packet loss	0.08%
<u>100 x 5 Mbps:</u>	
Typical median download speed	100 Mbps or higher
Typical median upload speed	5 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%
<u>100 x 10 Mbps:</u>	
Typical median download speed	100 Mbps or higher
Typical median upload speed	10 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%
<u>300 x 20 Mbps:</u>	
Typical median download speed	300 Mbps or higher
Typical median upload speed	20 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%

Metrics based upon measurements collected between 7pm – 11 pm from 10/1/2016 through 10/31/2016. Charter uses multiple methods to measure the performance of its products. Data was collected from the SamKnows FCC Measuring Broadband America panel where possible. Tiers that were not included in the Measuring Broadband America panel had data collected from an internal SamKnows panel. Download and upload speed metrics are produced for each individual tier. Latency and packet loss given minimal variation across tiers are based on measurements across all tiers. Service Offerings may vary by location. Additional information on Internet service offerings can be found at [charter.com](http://charter.com) or by calling 1-888-438-2427.

Charter Internet customers can check the speed performance of their current Internet connection using the Charter Speed Test on [timewarenergable.com](http://timewarenergable.com), which tests the speed that they are receiving on Charter's network to the end user device. These tests are dependent on a variety of factors, including the customer's home network configuration, modem, and Internet connected devices, and the time of day, and therefore do not reflect the performance of the Charter network only.

## NETWORK MANAGEMENT

- Application Specific Behavior? No, subject to Charter rights under the network management practices policy which prevents harmful or illegal activity.
- Subscriber-triggered network management practices? No, subject to the restrictions and terms of Charter's Acceptable Use Policy and the Charter's rights under the network management practices policy which prevents harmful or illegal activity.

Additional information on network management can be found in Charter's [Residential Internet Acceptable Use Policy](https://www.charter.com/browse/content/services#/terms_TCR3) <[https://www.charter.com/browse/content/services#/terms\\_TCR3](https://www.charter.com/browse/content/services#/terms_TCR3)> ("AUP"), [Commercial Internet Acceptable Use Policy](https://www.charter.com/browse/content/services#/terms_TCB3) <[https://www.charter.com/browse/content/services#/terms\\_TCB3](https://www.charter.com/browse/content/services#/terms_TCB3)>, and [Network Management Practices Policy](https://www.charter.com/browse/content/network). <<https://www.charter.com/browse/content/network>>

## PRIVACY POLICY

Charter values our Customers' privacy and will collect, use and otherwise handle your information in accordance with [Charter's Privacy Policy](https://www.charter.com/browse/content/your-privacy-rights). <<https://www.charter.com/browse/content/your-privacy-rights>>

## COMPLAINTS OR INQUIRES

If you have any questions or concerns regarding your Charter Internet service, you may contact Charter customer service by calling 1-888-438-2427 or contact us online at [Charter.com](http://Charter.com). To submit complaints to the FCC, you can

contact the FCC by phone at 1-888-225-5322, online at [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov) or online at [fcc.gov/guides/getting-broadband](http://fcc.gov/guides/getting-broadband).

#### **FCC RESOURCES**

Learn more about the terms used on this form and other relevant information at the following FCC's links: <https://www.fcc.gov/general/glossary-telecommunications-terms> or <https://www.fcc.gov/consumers/guides/consumer-labels-broadband-services?from=home>

#### **DISCLAIMERS**

©2017 Charter Communications, Inc. Pricing and offers are subject to change; restrictions may apply. Internet not available in all areas. Charter Internet subscribers are required to use an authorized device in order to use the Charter network without interruption and receive optimal service performance. Small percentage of customers will receive lower than advertised speeds. Charter does not guarantee security of data.

\*\* Availability of offer based on eligibility and service address that has been pre-qualified. [Click here](#) <<https://www.charter.com/browse/content/spectrum-internet-assist>> for additional details.

\*\*\* Availability limited to New York and New Jersey