

# Broadband Label Disclosure

## RESIDENTIAL BROADBAND SERVICES AND PRICING

To access the Current Rate of your service(s), [click here](#) to view your current bill.

### Standard Service Offerings (month-to-month plan) \*

#### Spectrum Internet:

Standard Monthly charge for Internet	\$65.99
Standard Monthly charge for Internet with WiFi	\$70.99

#### Spectrum Ultra Internet:

Standard Monthly charge for Internet	\$90.99
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#### Spectrum Internet Assist \*\*

Standard Monthly charge for Internet	\$14.99
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#### Spectrum Internet Gig:

Standard Monthly charge for Internet	\$125.99
Basic Internet	\$40.99
Extreme Internet	\$59.99
Ultimate 100 Internet	\$10.00§†
Ultimate 200 Internet	\$20.00§†
Ultimate 300 Internet	\$50.00§†
Everyday Low Price Internet	\$14.99

§Extreme Internet required with Ultimate 100/200/300 †FREE Home WiFi service

[Click here](#) 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
Optional modem or gateway lease - Charter equipment included with service (Customers may use their own modem or gateway - <a href="#">Click here for our policy</a> )	No Charge
Security Suite	No Charge

## Standard One-Time-Charges \*

Hourly Labor Charge	\$49.99
Standard Installation Fee	Varies
Spectrum Ultra Installation Fee	\$49.99
Spectrum Gig Installation Fee	\$199.99
Self-Installation	No Charge
WiFi Activation Fee (in addition to installation fee)	\$9.99
WiFi Self-Installation (Must be existing video customer in order to qualify for self-installation)	\$9.99
Move Transfer of Spectrum Service(s)	\$49.99
Change of Service - Special Trip	Varies
Reconnection Fee	Varies
Unreturned Equipment Fee	
WiFi Modem/Extender/Router/Gateway	\$78.00
eMTA/Modem, Phone Modem	\$39.00

## Other Services on Network

Information can be found in [Network Management Practices Policy](#).

**Performance:** Individual experience may vary. [Click here](#) 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)	64.00 ms
Typical median packet loss	0.20%

### 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%

### 10 x 1 Mbps

Typical median download speed	10 Mbps or higher
Typical median upload speed	1 Mbps or higher
Typical median latency (in milliseconds)	64.00 ms
Typical median packet loss	0.20%

### 50 x 5 Mbps

Typical median download speed	50 Mbps or higher
Typical median upload speed	5 Mbps or higher
Typical median latency (in milliseconds)	64.00 ms
Typical median packet loss	0.20%

### 100 x 10 Mbps

Typical median download speed	100 Mbps or higher
Typical median upload speed	10 Mbps or higher
Typical median latency (in milliseconds)	64.00 ms
Typical median packet loss	0.20%

### 200 x 10 Mbps

Typical median download speed	200 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%

### 200 x 20 Mbps

Typical median download speed	200 Mbps or higher
Typical median upload speed	20 Mbps or higher
Typical median latency (in milliseconds)	64.00 ms
Typical median packet loss	0.20%

### 300 x 20 Mbps

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%

### 400 x 20 Mbps

Typical median download speed	400 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%

### 940 x 35 Mbps

Typical median download speed	Up to 940 Mbps
Typical median upload speed	35 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.

Charter Internet customers can check the speed performance of their current Internet connection using the Charter Speed Test on Charter.com or Charter.net, 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 Charter's rights under the [network management practices policy](#) which prevents harmful or illegal activity.

Additional information on network management can be found in [Charters Residential Internet Acceptable Use Policy \("AUP"\)](#), [Commercial Internet Acceptable Use Policy](#), and [Network Management Practices Policy](#).

**Privacy Policy:**

Charter values our Customers' privacy and will collect, use and otherwise handle your information in accordance with [Charter's Privacy Policy](#).

**Complaints or Inquiries:**

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. To submit complaints to the FCC, you can contact the FCC by phone at 1-888-225-5322, online at [consumercomplaints.fcc.gov](#) or online at [www.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>.

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

\*\* Availability of offer based on eligibility and service address that has been pre-qualified. [Click here](#) for additional details.