



## Broadband Label Disclosure

### RESIDENTIAL BROADBAND SERVICES AND PRICING inquiries

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

Spectrum Internet 100/10	\$64.99
Spectrum Internet 100/10 with Spectrum TV	\$54.99
Spectrum Internet 100/10 with WiFi	\$69.99
Spectrum Internet Ultra 300/20	\$89.99
Spectrum Internet Ultra 300/20 with Spectrum TV	\$79.99
Spectrum Internet Ultra 400/20	\$89.99
Spectrum Internet Ultra 400/20 with Spectrum TV	\$79.99
Spectrum Internet Gig 1000/35	\$124.99
Spectrum Internet Gig 1000/35 with Spectrum TV	\$114.99
Spectrum Internet Assist 30/4**	\$14.99
Spectrum Internet Assist 30/4 with WiFi**	\$19.99
Basic Internet 10/1	\$40.99
Extreme Internet 50/5	\$59.99
Ultimate 100 Internet 100/10	\$10.00§†
Ultimate 200 Internet 200/20	\$20.00§†
Ultimate 300 Internet 300/20	\$50.00§†
Everyday Low Price Internet 3/1	\$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	\$49.99
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)	\$9.99
Change of Service - Special Trip	\$49.99
Reconnection Fee	\$4.99
Unreturned Equipment Fee	
WiFi Modem/Extender/Router/Gateway	\$78.00
eMTA/Modem, Phone Modem	\$39.00

\* 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.

## Other Services on Network:

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

## Performance: [Individual experience may vary.](#)

Spectrum Internet 100/10	
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%

Spectrum Internet Ultra 300/20	
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%

Spectrum Internet Ultra 400/20

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%
Spectrum Internet Gig 1000/35	
Typical median download speed	1000 Mbps or higher
Typical median upload speed	35 Mbps or higher
Typical median latency (in milliseconds)	28.02 ms
Typical median packet loss	0.08%
Basic Internet 10/1	
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%
Extreme Internet 50/5	
Typical median download speed	55 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%
Ultimate 100 Internet 100/10	
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%
Ultimate 200 Internet 200/20	
Typical median download speed	205 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%
Ultimate 300 Internet 300/20	
Typical median download speed	300 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%
Everyday Low Price Internet 3/1	
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%
Spectrum Internet Assist 30/4	
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%

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](http://consumercomplaints.fcc.gov) or online at [www.fcc.gov/guides/getting-broadband](http://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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\*\* Availability of offer based on eligibility and service address that has been pre-qualified. [Click here](#) for additional details.