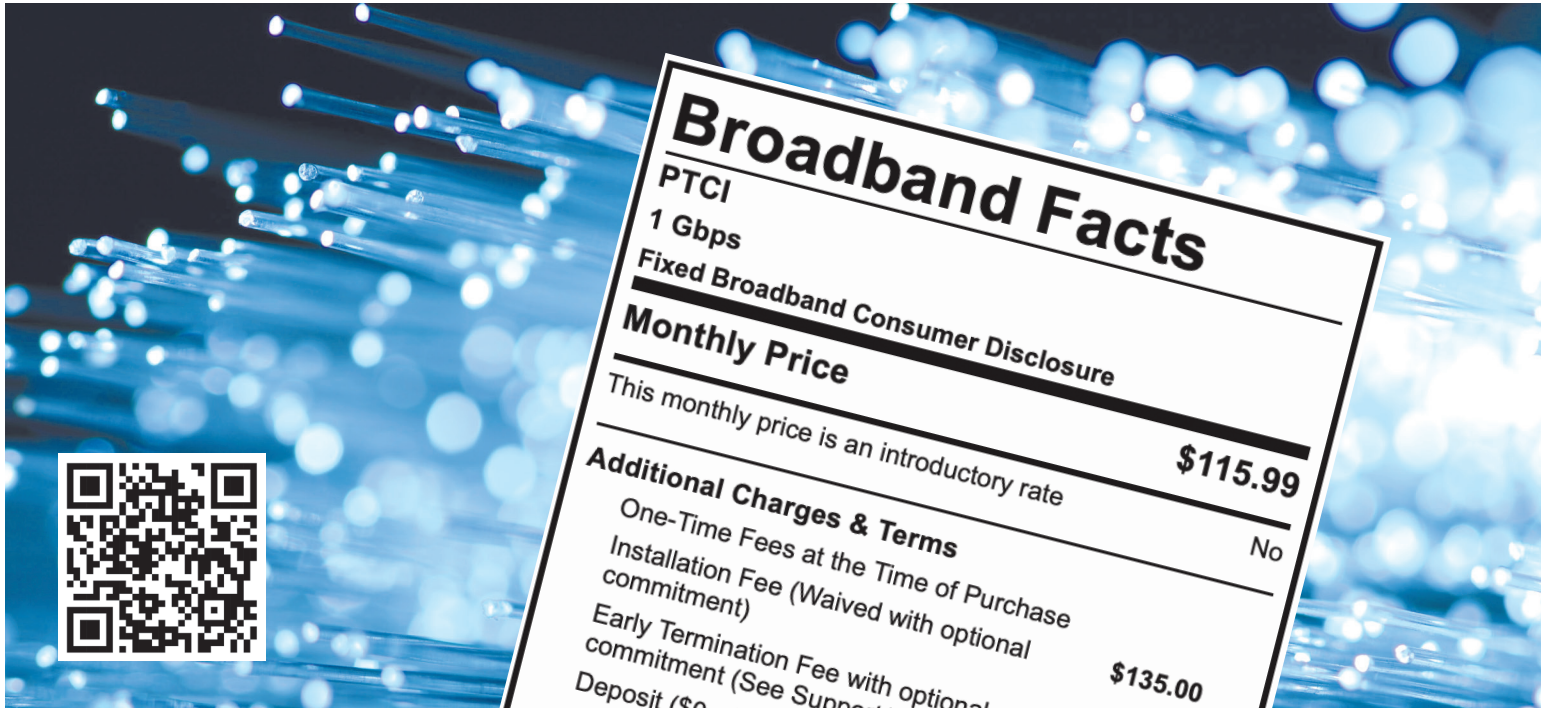


Your Introduction to Broadband Labels



What's the purpose of broadband labels?

Required by the FCC, broadband labels are designed to provide clear, easy-to-understand, and accurate information about the cost and performance of internet service. These labels must disclose important information about the price, introductory rate of the plan, data allowances, and broadband speeds — so you know exactly what you are getting before you purchase.

What important information do these labels provide?

Broadband labels give you the important information you will definitely want to know when considering an internet provider and its internet plans.

- **Monthly Price** - This section will let you know what you will be paying for the service every month. It will also help you know if the price is an introductory rate, and if so, how long it lasts before going up to the regular price.
- **Additional Charges and Terms** - Make sure to check this section for any fees you will have to pay on top of the cost of the actual plan. This can include government-mandated fees, one-time fees at time of purchase, and any other fees, based on the provider.

- **Speeds Provided with Plan** - This covers a few different things, such as:
 - **Typical download speed** - How fast your device can receive data from the internet, such as how long it takes for a page to load.
 - **Typical upload speed** - How fast your device can send data to the internet, such as how long it takes to post your latest travel video.
 - **Typical latency** - Network latency is the amount of time, typically measured in milliseconds, it takes for data to travel from one point to another across a network. A network with high latency will have slower response times, while a low-latency network will have faster response times. Realtime Internet activities like online gaming, video meetings, and conference calls require low latency.

How can I find out more about broadband labels?

Call Customer Service at 1.800.562.2556 or visit ptci.net. You can also stop by one of our offices for more information.