

SERVICE DESCRIPTION AND PERFORMANCE CHARACTERISTICS



The table below shows advertised maximum downstream and upstream speeds as compared to the median actual downstream and upstream sustained speeds and latency of the internet service offerings Pulse provides.

Product Tier	Advertised Speed Upstream/Downstream	Measured Upstream	Measured Downstream	Latency (ms)
Residential Seasonal Hold	3mbps/3Mbps	2.81Mbps	2.81Mbps	2
Residential Starter	100Mbps/100Mbps	102.85Mbps	102.85Mbps	2
Residential Connect	250Mbps/250Mbps	257.13Mbps	257.13Mbps	2
Residential Connect + Adaptive WiFi	500Mbps/500Mbps	514.25Mbps	514.25Mbps	2
Residential MyGig	1Gbps/1Gbps	935Mbps	935Mbps	2
Residential MyGig + Adaptive WiFi	2Gbps/2Gbps	2057Mbps	2057Mbps	2
Residential Ultimate	3Gbps/3Gbps	3085.5Mbps	3085.5Mbps	2
Residential Pro	10Gbps/10Gbps	~9100Mbps	~9100Mbps	2
Small Biz 100	100mbps/100Mbps	~103Mbps	~103Mbps	≤ 1 ms
Small Biz 250	250mbps/250Mbps	~260Mbps	~260Mbps	≤ 1 ms
Small Biz 500	500mbps/500Mbps	~515Mbps	~515Mbps	≤ 1 ms
Small Biz 1 Gig	1Gbps/1Gbps	~935Mbps	~935Mbps	≤ 1 ms
Small Biz 10 Gig	10Gbps/10Gbps	~9100Mbps	~9100Mbps	≤ 1 ms