

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	3 Mbps / 3 Mbps	2.81 Mbps	2.81 Mbps	2
Residential Starter*	100 Mbps / 100 Mbps	102.85 Mbps	102.85 Mbps	2
Residential Connect*	250 Mbps / 250 Mbps	257.13 Mbps	257.13 Mbps	2
Residential Fiber 500 (formerly Connect + Adaptive WiFi*)	500 Mbps / 500 Mbps	514.25Mbps	514.25 Mbps	2
Residential Smart Fiber (formerly My Gig*)	1 Gbps / 1 Gbps	935 Mbps	935 Mbps	2
Residential Power Fiber (formerly My Gig + Adaptive WiFi*)	2 Gbps / 2 Gbps	2057 Mbps	2057 Mbps	2
Residential Ultimate*	3 Gbps / 3 Gbps	3085.5 Mbps	3085.5 Mbps	2
Residential Ultra Fiber	4 Gbps / 4 Gbps	4140 Mbps	4140 Mbps	2
Residential Future Fiber (formerly Pro*)	10 Gbps / 10 Gbps	~9100 Mbps	~9100 Mbps	2
Small Biz 100	100 Mbps / 100 Mbps	~103 Mbps	~103 Mbps	≤ 1 ms
Small Biz 250	250 Mbps / 250 Mbps	~260 Mbps	~260 Mbps	≤ 1 ms
Small Biz 500	500 Mbps / 500 Mbps	~515 Mbps	~515 Mbps	≤ 1 ms
Small Biz 1 Gig	1 Gbps / 1 Gbps	~935 Mbps	~935 Mbps	≤ 1 ms
Small Biz 10 Gig	10 Gbps / 10 Gbps	~9100 Mbps	~9100 Mbps	≤ 1 ms

*Legacy plans not offered to new customers