

**Information About the  
Network Practices, Performance Characteristics & Commercial Terms of  
AT&T's Mass Market Broadband Internet Access Services  
([www.att.com/broadbandinfo](http://www.att.com/broadbandinfo))**

At AT&T, we want our customers to have the information they need to fully understand and enjoy the services we offer. To help keep consumers informed about our broadband Internet access services, the AT&T website ([www.att.com](http://www.att.com)) describes the wireless and wired services we offer, and we make copies of our Terms of Service and Acceptable Use Policy available online.

- For more information about our Terms of Service, please click [here](#).
- For more information about our Acceptable Use Policy, please click [here](#).

This page provides additional information that the Federal Communications Commission has identified as useful to consumers and to the providers of Internet applications and content used by those consumers. Specifically, we describe the network practices, performance characteristics, and commercial terms applicable to our mass market wired, mobile and Wi-Fi broadband Internet access services.\* We encourage all consumers and other users of our network to familiarize themselves with this information, and to provide AT&T with feedback about our broadband Internet access services so that we can continue to provide the best service experience possible.

**Network Practices**

***How does AT&T manage congestion with respect to its broadband Internet access services?***

We want to provide a high-quality Internet experience for all of our customers. Our wired, mobile and Wi-Fi broadband Internet access services are provided over networks that support millions of customers at the same time. With this volume, congestion may occur when a large number of customers in a particular area access the network at the same time or when some customers consume a very large amount of network capacity during busy periods, such as at stadium events or during early evenings.

To address potential network congestion, AT&T has been investing billions of dollars to add more capacity to our broadband networks. We also have developed data plans for our wired and mobile broadband Internet access services so that our customers' rates better reflect their usage levels. The vast majority of our customers will **not** incur additional usage charges based on the data plans. For more information, please click [here](#).

AT&T provides usage calculators and other tools for our wired and mobile services to assist consumers in estimating their anticipated usage levels. We also send notices to our customers when they are approaching the usage thresholds for our wired and services. For more information about these tools and notices, please click [here](#) (wired) and [here](#) (mobile).

For our mobile broadband services, we've also developed a process to reduce the data throughput speed experienced by a very small minority of smartphone customers who are on unlimited plans – those whose data usage puts them in the top 5 percent of our heaviest data

users in a billing period. These smartphone customers may experience reduced speeds once their usage in a billing cycle reaches the level that puts them among the top 5 percent of heaviest data users. These customers can still use unlimited data and their speeds will be restored with the start of the next billing cycle. We will provide multiple notices before a customer is affected. This reduced data throughput process will not apply to smartphone customers on a tiered data plan. For information about this process, please click [here](#).

***Does AT&T favor certain Internet applications by blocking, throttling or modifying particular protocols on its broadband Internet access service?***

No, AT&T does not favor certain Internet applications by blocking, throttling or modifying particular protocols, protocol ports, or protocol fields in ways not prescribed by the protocol standards. However, in response to a specific security threat against our network or our customers, AT&T may occasionally need to limit the flow of traffic from certain locations or take other appropriate actions. In addition, we prevent the use of certain ports on our wired and Wi-Fi broadband services to protect our customers and network against malicious activity, as discussed below.

***What types of security practices does AT&T use on its network?***

AT&T takes the security of our customers and our network very seriously. We proactively monitor our network to guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, SPAM, and other harmful activity.

If we detect a security threat, we will typically attempt to isolate that threat and prevent it from spreading across our network. We may use a variety of security measures to prevent the spread of a threat, which may include temporarily limiting the flow of traffic over some portions of our network or taking other actions to address the threat. We attempt to limit those actions to the specific portions of our network or customer base impacted by the security threat and for only as long as necessary to mitigate the threat. In addition, consistent with recommendations from the Federal Trade Commission (FTC) for guarding against SPAM, AT&T prevents the use of Port 25 for sending email on our wired consumer broadband Internet access services. For more information regarding the FTC's recommendations, please click [here](#).

For our Wi-Fi services, which are accessible in a wide range of commercial establishments and public venues, AT&T prevents the use of certain ports that are commonly used to spread malware and engage in other malicious activity. For more information about our Wi-Fi security practices, please click [here](#).

***Does AT&T restrict the types of devices that customers can use with its broadband Internet access services?***

AT&T customers may attach the devices of their choice to our wired, mobile and Wi-Fi broadband Internet access services, so long as the devices do not harm our network or other users. The devices must also be used in a manner consistent with our Terms of Service and Acceptable Use Policy.

For our mobile services, consumers will need to ensure that the device they wish to attach is FCC-approved and compatible with the technology used in our mobile network.

### **Performance Characteristics**

#### ***What factors affect the performance of my broadband Internet access service?***

Your broadband Internet access service performance can be affected by a wide range of factors, many of which are beyond the control of AT&T. The capabilities of the server with which you are communicating, the capacity of the network to which that server is attached, the distance and number of routers (or “hops”) between your device and the other Internet end point you are contacting, and general congestion on the Internet are common factors that can affect performance, regardless of your service type. Other factors include, but are not limited to, the following:

- *Wired Services.* Service performance may be affected by the wiring inside your dwelling, the distance between your dwelling and an AT&T central office, the capabilities of your computer, and the applications you use. In addition, to provide our U-verse customers with a consistently high-quality video service, the speed of AT&T U-verse broadband Internet access service may be temporarily reduced when a customer is using his or her U-verse video service in a manner that requires high bandwidth. Please click [here](#) for our U-verse Terms of Service.
- *Mobile Services.* Service performance may be affected by your proximity to a cell site, the capacity of the cell site, the number of other users connected to the same cell site, the surrounding terrain, use inside a building or a moving vehicle, radio frequency interference, the capabilities of your device, and the applications you use.
- *Wi-Fi Services.* Service performance may be affected by your proximity to a Wi-Fi hot spot, the capacity of the Wi-Fi equipment at the hot spot, the number of other users connected to the same site, the composition of the building where the hot spot is located (wood, concrete, etc.), radio frequency interference, the capabilities of your laptop, netbook or other Wi-Fi capable device, and the applications you use.

#### ***Where can I find information about the speed and latency of my broadband Internet access service?***

Because of all the different factors that can affect the performance of your broadband Internet access service, AT&T does not guarantee specific levels of speed or latency for our mass market services. We will provide you with the best available performance from our network. The performance you can expect to receive from the services we offer is described below.

#### **Speed**

The term “speed” is commonly used as a shorthand way to describe the capacity at which a particular broadband Internet access service can transmit data. This capacity is typically measured in the number of kilobits or megabits that can be transmitted in one second (Kbps or Mbps). Some applications like email or basic web browsing do not require a substantial amount of speed to function optimally, while other activities like transferring large data files can be performed faster with higher-speed services.

- *Wired Service.* AT&T offers mass market wired broadband Internet access services in discrete speed tiers. This means that our wired broadband Internet access customers should expect to see [Service Capability Speeds](#) within the speed tier of their service plan. For example, a customer with AT&T’s High Speed Internet Elite Service should expect service capability download speeds between 3.1 and 6.0 Mbps. Please visit [www.att.net/speedtiers](http://www.att.net/speedtiers) to learn more. To find out which speed tier is well-suited for the types of applications you use most often, please click [here](#).
- *Mobile Service.* AT&T does not offer mass market mobile broadband Internet access service in different speed tiers. Instead, our mobile broadband Internet access service is designed to provide customers with the highest speed available from the network on a given device at any given point in time, subject to the many different factors discussed above that can impact wireless network performance. For our High Speed Packet Access (HSPA) services, typical download speeds range from approximately XXX Kbps up to XXX Mbps, and for HSPA+ typical download speeds range from XXX Mbps up to XXX Mbps where AT&T has [enhanced backhaul](#) connections in place. For our Long Term Evolution (LTE) services, typical download speeds range from approximately XXX Mbps up to XXX Mbps in most markets. For more information about the capabilities and performance of our mobile broadband Internet access services, please click [here](#).\*\*
- *Wi-Fi Service.* AT&T’s Wi-Fi broadband Internet access service is designed to provide customers with the highest speed available from the network at any given point in time, subject to the many different factors discussed above that can affect network performance. AT&T’s Wi-Fi services generally support the 802.11b/g standards, with some AT&T locations also supporting the 802.11n standard. Although the 802.11 b/g/n standards have theoretical maximum speeds ranging from over ten Mbps to several hundred Mbps, actual Wi-Fi speeds are likely to be substantially lower than the theoretical maximum speeds. In addition to the factors discussed above, the actual speed you experience over Wi-Fi will depend in part on the speed of the connection between the Wi-Fi hotspot you are accessing and the destination you want to reach on the Internet, which may be significantly below the theoretical maximum speed of the service. For more information about AT&T’s Wi-Fi broadband Internet access service, please click [here](#).

## Latency

Latency, also known as delay, is the amount of time from when a data packet is sent to when it is received. For broadband Internet access services, latency is usually expressed as the round-trip time in milliseconds that it takes for a data packet to travel between two end points on

the Internet (from point A to point B and then back to point A). Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on the application's performance, while other applications, such as real-time video conferencing, require lower latency to function properly.

Though latencies can vary due to several factors, including some beyond AT&T's control, our customers can typically expect the following round-trip latencies:\*\*\*

- *Wired Service*: approximately XXX to XXX milliseconds
- *Mobile Service*: approximately XXX to XXX milliseconds for HSPA and approximately XXX to XXX milliseconds for HSPA+
- *Wi-Fi Service*: approximately XXX to XXX milliseconds

### **Commercial Terms**

***Where can I find the prices and other fees that apply to AT&T's mass market broadband Internet access services?***

Descriptions of the prices and fees applicable to AT&T's mass market broadband Internet access services are available on the AT&T website. For more information, please see the following:

#### **Rates and Data Plan Pricing Information**

- [Consumer Wired Rates](#) and [Data Plans](#)
- [Consumer Mobile Rates](#) and [Data Plans](#)
- [Small Business Wired Rates](#)
- [Small Business Mobile Rates](#) and [Data Plans](#)
- [Wi-Fi Rates](#)

#### **Early Termination Fees**

- [Consumer Wired Early Termination Fees](#)
- [Consumer Mobile Early Termination Fees](#)
- [Small Business Wired Early Termination Fees](#)
- [Small Business Mobile Early Termination Fees](#)

***Where can I find the Terms of Service and the Acceptable Use Policy that apply to AT&T's mass market broadband Internet access services?***

The Terms of Service and Acceptable Use Policy applicable to AT&T's mass market broadband Internet access services are available on the AT&T website at the following links:

#### **Terms of Service**

- [Wired](#)
- [Mobile](#)
- [Wi-Fi](#)

## Acceptable Use Policy

- [Wired, Mobile & Wi-Fi](#)

### ***Does AT&T have a privacy policy for its broadband Internet access services?***

Yes. At AT&T, we take our customers' privacy very seriously. We have a comprehensive Privacy Policy that applies to all uses of AT&T's products and services. This Privacy Policy identifies and describes the way AT&T uses and protects the information we collect about customers and users. You can view AT&T's Privacy Policy at [www.att.com/privacy](http://www.att.com/privacy).

### ***Where can I get assistance if I have a concern or need more information about my AT&T broadband Internet access service?***

If you have questions or concerns about your AT&T broadband Internet access, please contact us at [www.att.com/econtactus](http://www.att.com/econtactus).

### ***Where can application developers and device manufacturers get more information about developing applications or devices for use on AT&T's mobile network?***

If you are an application developer or device manufacturer, AT&T has a wide range of tools and resources available to help you design, test, and market your applications or devices. Please click [here](#) to visit our website for application developers, and click [here](#) to visit our website for device manufacturers.

\* *The mass market broadband Internet access services discussed on this web page are designed for consumers and small businesses. If you are a school or library interested in obtaining enterprise-class wired broadband Internet access services from AT&T through the Federal Communications Commission's E-Rate program, you can get information about the network practices, performance characteristics, and applicable commercial terms for AT&T's enterprise DSL service by clicking [here](#), and for AT&T's Managed Internet Service (MIS) by clicking [here](#). If you are a school or library interested in obtaining enterprise-class mobile or Wi-Fi broadband Internet access services from AT&T through the E-Rate program, the discussion of network practices and performance on this web page also applies to those services. For information about the commercial terms applicable to AT&T's enterprise-class mobile broadband Internet access services please click [here](#), and for enterprise-class Wi-Fi service please click [here](#). To learn more about the E-Rate program and E-Rate eligible services offered by AT&T, please click [here](#) to visit AT&T's E-Rate website.*

\*\* *Sources: HSPA/HSPA+ - Third-party drive tests; LTE - AT&T analysis of network performance.*

\*\*\* *Sources: Wired - AT&T analysis of SamKnows/FCC data; Mobile - Third-party drive tests; Wi-Fi - AT&T analysis of network performance. AT&T recently launched LTE service in certain markets and will provide latency information for that service once it is available.*