

Summary of Findings

We present the summary of our findings below. As noted earlier, the full results of all 13 tests from March 2011 are available at <http://www.data.fcc.gov/download/measuring-broadband-america/statistical-averages-2011.xls>. The Commission is separately releasing a validated³³ set of the data on which this Report was based, together with a non-validated data set covering the period from February 2011 through June 2011. The results below are reported by performance variation by ISP and by technology (DSL, cable, and fiber-to-the-home), for the most popular service tiers offered by each ISP. We focus on peak periods since this is the period of time when service performance is likely to suffer and it is also the period of highest utilization by the average consumer. As a final note, the results presented below represent average³⁴ measured performance across a range of consumers, and while these results are useful for comparison purposes, they should not be taken as an indicator of performance for any specific consumer.

PERFORMANCE VARIATION BY ISP AND SERVICE TIER

Chart 1 shows average download performance over a 24-hour period and during peak periods across all ISPs. Most ISPs delivered actual download speeds within 20% of advertised speeds, with modest performance declines during peak periods.³⁵

As shown in Chart 2, upload performance is much less affected than download performance during peak periods. Almost all ISPs reach 90 percent or above of their advertised rate, even during peak periods.

Chart 1: Average peak period and 24-hour sustained download speeds as a percentage of advertised, by provider

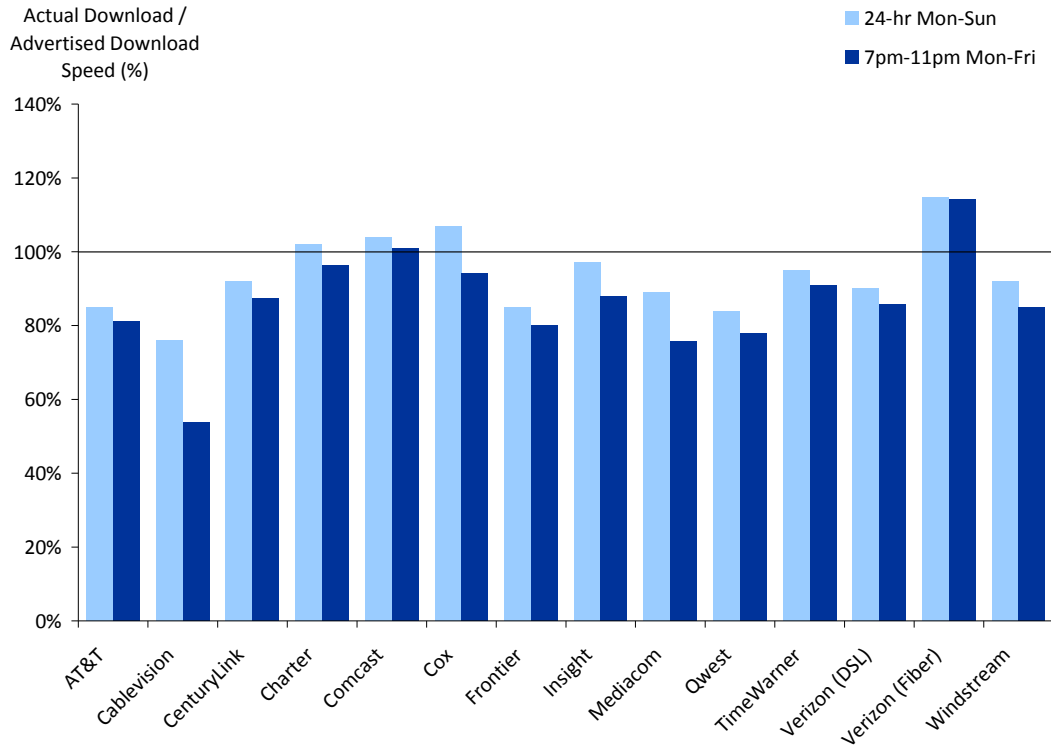
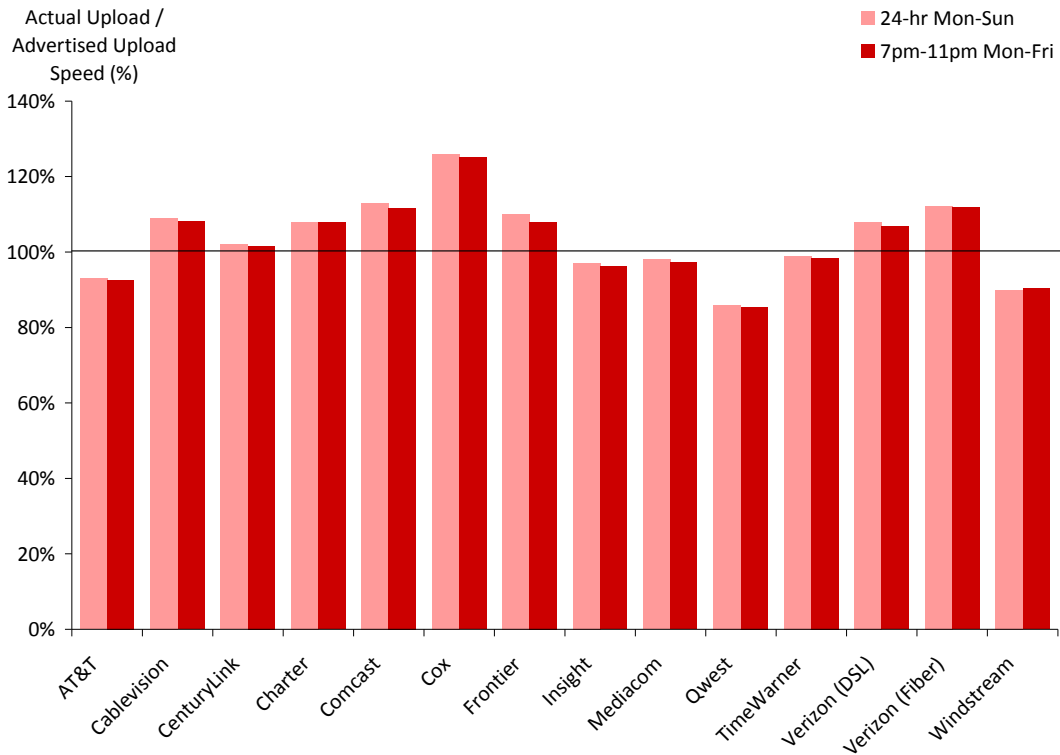


Chart 2: Average peak period and 24-hour sustained upload speeds as a percentage of advertised, by provider



In general, we found that even during peak periods, the majority of ISPs were providing actual speeds that were generally 80 percent or better than advertised rates, though there was considerable variation among the ISPs tested, as shown in Chart 3. As noted previously, performance was also found to vary by technology. Results from a particular company may include different technology platforms (*e.g.*, results for Cox include both their DOCSIS 2.0 and DOCSIS 3.0 cable technologies; results for AT&T include both DSL and U-Verse³⁶).

Chart 3: Average peak period sustained download and upload speeds as a percentage of advertised, by provider

