

PERFORMANCE VARIATION BY TIME OF DAY

Chart 11 shows that performance during the day is not consistent for most technologies. During idle periods there is more capacity available for the consumer, while at peak periods, with many consumers online, available capacity per consumer diminishes. As shown in Chart 12, on average DSL and cable provide similar performance over this period, but results differ significantly among different ISPs.

Chart 11: Average sustained download speeds as a percentage of advertised over a 24-hour period, by provider

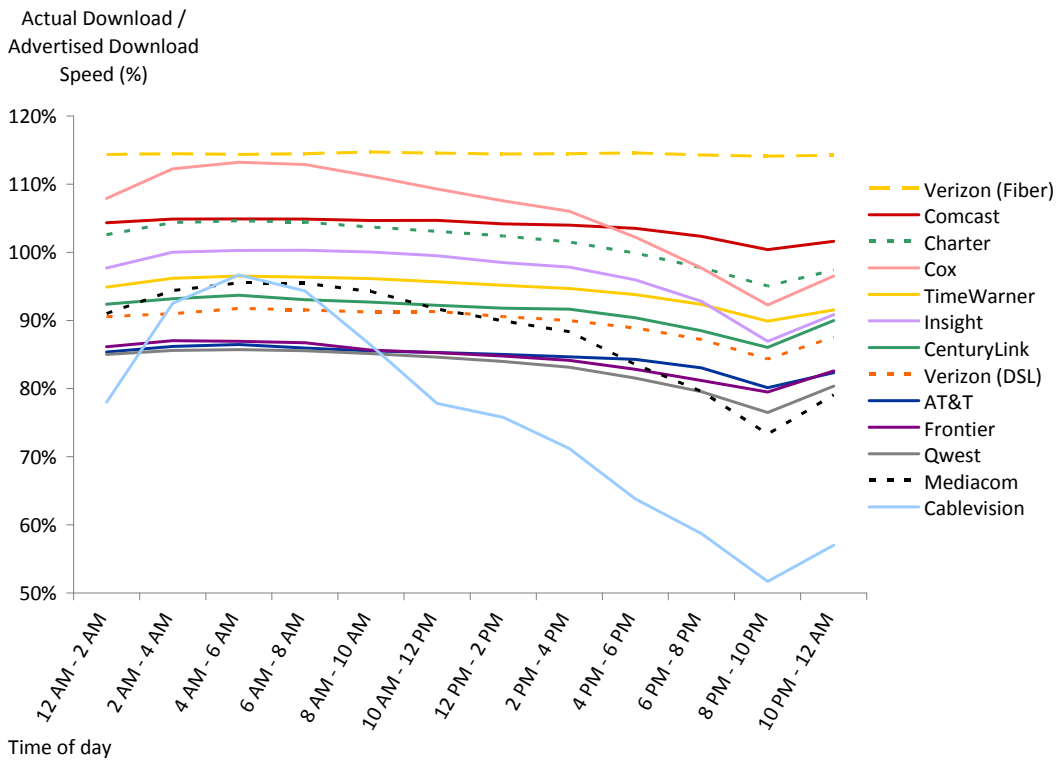


Chart 12: Hourly average sustained download speeds as a percentage of advertised speed, by technology

