



STATE OF CONNECTICUT
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March 11, 2022

OCC Files Comments with FCC on Broadband Consumer Disclosures

The Office of State Broadband within the Office of Consumer Counsel (OCC), collaborating with the Department of Energy and Environmental Protection (DEEP), submitted comments to the FCC's request on Broadband Consumer Labels.¹ The purpose of the FCC broadband label is similar to that of a nutrition label on food products: To protect and inform consumers by detailing what they are receiving when purchasing a product. The labels should allow consumers to “comparison shop” for broadband providers to meet within their individual requirements.²

OCC emphasized the need for transparency within the labels in order to allow consumers to make an informed choice on their provider. With the expansion of broadband programs with funding provided by the Infrastructure Investment and Jobs Act (IIJA), uniformity of information to consumers is a necessary step to promote access and encourage implementation of services.³

Enforcement is also crucial to further the goal of consumer protection in these broadband nutrition labels. The OCC suggested concurrent jurisdiction between the FCC and state utility commissions, which in Connecticut would be the Public Utilities and Regulatory Authority (PURA). Provider information can often be confusing for consumers, and the broadband labelling requirement would require disclosure of more significant information before selecting an internet service provider. The OCC's filing intends to assist the FCC in developing its rules on broadband disclosures, which would greatly benefit all including Connecticut residents.

The FCC will be reviewing all Reply comments are due by March 26, 2022.

Sample broadband labels are on the following page.

For more information, please contact us at OCC.Info@ct.gov



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Broadband Facts			
Mobile broadband consumer disclosure			
Device Compatibility			
If you want to use your existing device, learn more about compatibility .			
If you want to obtain a device, learn more about prices and other options .			
Choose Your Data Plan - These prices do not include costs for obtaining a device from us.			
	High Speed Data allowance per month		
	1GB	3GB	5GB
Monthly charge	\$35.00	\$45.00	\$60.00
When you exceed the data allowance	\$10.00/Additional GB	Slowed speeds	NA
Learn more about other included services/features .			
Additional pricing options, plans and promotions can be found here .			
Coverage Map			
Charges and Terms Common to All Plans			
Monthly fees			
Administrative fee			\$1.20
Regulatory fee			\$0.13
One-time fees			
Activation fee			\$50.00
Deposit			\$50.00
Early termination fee			\$240.00
Government Taxes and Fees, and Other Carrier Surcharges May Also Apply: Varies by location			
Performance - Individual experience may vary			
	3G		4G
Typical speed		Typical Speed	
1.5 Mbps downstream / 600-900 Kbps upstream	*	6-12 Mbps downstream / 3-6 Mbps upstream	
Typical latency	*	Typical latency	
Less than 120 milliseconds		Less than 120 milliseconds	
Typical Packet Loss	*	Typical Packet Loss	
0.08%		0.08%	
Network Management			
Application-specific network management practices?			Yes
Subscriber-triggered network management practices?			Yes
More details on network management			
Privacy			See our privacy policy
Complaints or Inquiries		To contact us: online/(123)456-7890 ; To submit complaints to the FCC: online/(888)225-5322	
Learn more about the terms used on this form and other relevant information at the FCC's website.			

Broadband Facts	
Fixed broadband consumer disclosure	
Choose Your Service Data Plan for 50Mbps Service Tier	
Monthly charge for month-to-month plan	\$60.00
Monthly charge for 2 year contract plan	\$55.00
Click here for other pricing options including promotions and options bundled with other services, like cable television and wireless services.	
Other Charges and Terms	
Data included with monthly charge	300GB
Charges for additional data usage - each additional 50GB	\$10.00
Optional modem or gateway lease - Customers may use their own modem or gateway; click here for our policy	\$10.00/month
Other monthly fees	Not Applicable
One-time fees	
Activation fee	\$50.00
Deposit	\$50.00
Installation fee	\$25.00
Early termination fee	\$240.00
Government Taxes and Other Government-Related Fees May Apply: Varies by location	
Other services on network	
Performance - Individual experience may vary	
Typical speed downstream	53 Mbps
Typical speed upstream	6 Mbps
Typical latency	35 milliseconds
Typical packet loss	0.08%
Network Management	
Application-specific network management practices?	Yes
Subscriber-triggered network management practices?	Yes
More details on network management	
Privacy	See our privacy policy
Complaints or Inquiries	To contact us: online/(123)456-7890 ; To submit complaints to the FCC: online/(888)225-5322
Learn more about the terms used on this form and other relevant information at the FCC's website.	