



Understanding Your Internet Access Service

We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression. We do not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. The purpose of this disclosure is to make available information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with Part 8 of the Rules of the Federal Communications Commission.

Resolving Complaints and Questions

If you have any questions or concerns about your Internet services, please contact us at 877-543-4850. We also have a 24/7 technical issue hotline that can be reached at 877-830-6044.

Service Speeds

We currently offer the following options for Internet Services:

Residential

Level 1 - \$35.24, up to 3.0 Mbps download & up to 512 Kbps upload

Level 2 - \$45.24, up to 5.0 Mbps download & up to 768 Kbps upload

Level 3 - \$55.24, up to 7.0 Mbps download & up to 1.0 Mbps upload

These packages include 30 GB of bandwidth usage per month, as explained in our Terms of Service agreement posted online at <http://www.warpspeed1.net/legal.html>. Customers desiring more bandwidth may purchase additional usage as follows: 20GB-\$12.95, 30GB-\$21.95, 50 GB - \$34.95

Additional usage is charged at \$0.75 per GB or fraction thereof. Unused portions of this allotment are not carried forward to later months. You may check your usage at <http://myaccount.warpspeed1.net/>.

Commercial/Non-Residential pricing starts at:

Level 1 - \$65.24, up to 3.0 Mbps download & up to 512 Kbps upload

Level 2 - \$75.24, up to 5.0 Mbps download & up to 768 Kbps upload

Level 3 - \$85.24, up to 7.0 Mbps download & up to 1.0 Mbps upload

Internet service pricing and usage limits for Commercial/Non-Residential customers vary based on specific needs. We can offer customized options to these customers upon request.

Please note that these services are described as offering “up to” certain speeds. While we engineer our network to achieve the speeds for each of the service tiers we offer, we cannot guarantee that customers will always experience those speeds. Speeds can vary depending on variables including the following:

1. Performance of a customer’s computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses.
2. Type of connection between a customer’s computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion. We do not recommend wireless modem

connections for use with higher speed tiers as many wireless connections do not perform at the speeds delivered by these tiers.

3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
4. Congestion. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. Congestion can also occur when our customers served by the same facilities simultaneously request high volumes of data, such as peak usage hours during the evening.
5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.
6. The performance of the cable modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

Your use of our telephone services does not materially affect your Internet performance. If we deliver other Internet Protocol based services or any specialized or managed services in the future that would likely affect your Internet services, we will provide additional information as appropriate.

Customers may test service speeds using commercial speed tests available online, such as <http://www.broadband.gov/qualitytest/about>. However, speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. While we do not believe these third party tests reliably measure the speed of your service, if you are consistently testing substantially below your package speed, please contact us for assistance.

Network Management

We engage in network management practices in order to provide quality Internet access service including during periods of high demand, and to protect us and our customers from harmful content such as malware, spam, and viruses. In order to protect the availability of quality service for the most users, between 7 pm and 12 am, our system identifies the heaviest bandwidth users (currently identified by their average download or upload of more than .800 megabits for Level 1 and 1.0 megabits for both Level 2 and Level 3, over the preceding 15 minutes) and slows their speed for a period of 15 minutes. We attempt to block commonly known malware and malicious ports and protocols. In rare cases we may take other corrective action after providing written notice to a customer who has repeatedly been identified as a heavy user or who has violated the terms of service. Our telephone service traffic is be prioritized to ensure voice quality and phone functionality. Except as specifically described above, at this time we do not target specific types of traffic based on their technology or their provider, modify protocol fields in ways not prescribed by the protocol standard, inhibit or favor certain applications or classes of applications, or block or manage any specific protocols or protocol ports.

Commercial Terms of Service and Privacy Policies

Your service is subject to our Terms of Service, posted at <http://www.warpspeed1.net/legal.html> or your contract agreement. We do not store usage data, provide any information about customers' usage to any third party, or engage in deep packet inspection or any other inspection of content or usage data for non-network purposes, except to the extent required by applicable law.

Equipment

You may purchase or lease modems from us, or obtain a compatible modem from a third party. Residential customers may not connect any type of server to their service.