Breezeline's High Speed Internet Network Management Practices

Pursuant to the Federal Communications Commission's Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Breezeline provides this statement regarding the high speed Internet services provided by Breezeline, its network management practices, service performance, and terms of service so that our current customers, prospective customers, third-party content providers and other interested parties may make informed choices regarding the broadband Internet access services we offer.

Breezeline's Internet Access Services

Breezeline offers several broadband Internet access service options that provide the capability of connecting to the Internet. Such services are provided over Breezeline's hybrid fiber-coax network using DOCSIS technology. Customers have the ability to choose a variety of different speed levels (depending on geographic region) to best meet their needs. To help determine which level of service is most suitable based on users' particular needs, preferences and budgets, visit www.breezeline.com. The terms and conditions applicable to Breezeline's Internet access services are contained in its Residential Subscriber Agreement (for residential customers) and Commercial Services Terms and Conditions (for small business customers) located at www.breezeline.com. Breezeline's Acceptable Use Policy can be found at www.breezeline.com.

Network Management

Breezeline does not discriminate against lawful Internet content, applications, services, or non-harmful devices. Breezeline uses the following measures to further its commitment to providing optimal Internet service to customer, subject to reasonable network management practices:

- **No Blocking.** Breezeline does not block or otherwise prevent access to legal content, applications, services, or non-harmful devices.

- **No Throttling.** Breezeline does not impair or degrade lawful internet traffic on the basis of content, applications, services, or non-harmful devices.

- **No Paid Prioritization.** Breezeline does not directly or indirectly favor some lawful internet traffic over other lawful internet traffic in exchange for consideration of any kind, monetary or otherwise.

Breezeline manages its High Speed Internet Network to deliver the best possible broadband Internet experience to all of its customers. Breezeline uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy. Without effective network management, customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks or degradations of the service. Network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content and using other tools and techniques that Breezeline may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

Breezeline has not established a monthly data usage cap for its customers. We do monitor usage, however, and we regularly review accounts with uncommonly high usage relative to all other accounts to ensure that such accounts have not been subjected to cloning, unauthorized access, other security breach, business use or unlawful activity. As part of our review, we may contact account holders to inquire about usage and may take or require actions to correct problems such as security, class of use or unlawful activity.

Content Access

Breezeline provides its customers with full access to all lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Breezeline uses industry standard tools and generally accepted best practices and policies to help it meet this customer commitment. In cases where these tools and policies identify certain online content as harmful and unwanted, such as spam or phishing websites, this content is usually prevented from reaching customers. Breezeline limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Breezeline's servers in order to protect them against Denial of Service (DoS) attacks. The exact rate limits are not disclosed in order to maintain the effectiveness of these measures.

Network Traffic

Breezeline does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current network management practice. Breezeline also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, Breezeline blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

Limitations on Devices that Can Be Attached

An approved cable modem device is required for the use of the Breezeline High Speed Internet Service. It must pass CableLabs certification, UL certification, FCC certification, and Breezeline device testing covering things like DOCSIS performance and integration with Breezeline's network and systems to be used on the network. This type of modem is available from Breezeline and is also commercially available in all customer locations. A list of approved modems can be found here at www.breezeline.com. Parties interested in Breezeline cable modem testing should contact the company at HSIsupport@breezeline.com.

Breezeline does not limit the lawful devices that can be attached to a cable modem and used with Breezeline's broadband services, *PROVIDED* that the user complies with Breezeline's applicable Acceptable Use Policy and terms of service referenced above under Breezeline's Internet Access Services.

Performance Standards

Breezeline provisions its modems and engineers its network to maximize customers' ability to receive the maximum speed levels for each tier of service. Breezeline, however, does not guarantee that a customer will achieve those speeds at all times. Breezeline advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The actual speed a customer experiences may vary based on a number of factors and conditions, many of which are beyond the control of Breezeline. These conditions include:

- **The performance of a customer's Internet connected device**, including its age, memory, processing capability, its operating system, the number of users in a household at a particular moment and the number of applications running simultaneously impacts the speed and performance of your Internet service. The presence of any malware or viruses also has an effect on your Internet connected device's ability to communicate with the Internet. Often, increasing the amount of memory (RAM) in your Internet connected device can have a positive effect on how quickly your Internet connected device can communicate with the Internet. You should make sure that you are running the most up-to-date operating system your Internet connected device can handle (with all available patches installed) to maximize your connection speeds.

- **Type of connection between a customer's Internet connected device and modem**. If there is a router between your modem and your Internet connected device, the connection speed you experience can often depend on the model and configuration of the router. In-home wireless connections may be slower than wired connections. Wireless connections also may be subject to greater fluctuations, interference and congestion.

- **The distance packets travel (round trip time of packets)** between a customer's Internet connected device 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.

- **Congestion or high usage levels at the website or destination**. 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.

- **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.

- **The suitability of the cable modem**. Some modems may not be capable of handling higher speeds.

Latency is another measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Some applications are particularly sensitive to latency, such as some high-definition multiplayer online games. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's Internet connected

device and the ultimate Internet destination (as well as the number, variety, and quality of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Below is information regarding the median speeds of our Internet service offerings during both peak times (7:00pm to 11:00pm) and a 24 hour schedule in regional service areas, based on internal testing. Please note, due to current technological limitations related to the capabilities of Ethernet ports in current hardware, download speeds through those ports for 1000 Mbps service may be impacted.

Connecticut Region		Peak Time: 7pm - 11pm		24 Hours	
Residential Speed Package	Provisioned Speed (Download Mbps / Upload Mbps)	Download (Mbps)	Upload (Mbps)	Download (Mbps)	Upload (Mbps)
Essential	15/5	16	5	16	5
Essential Plus	50/6	52	6	52	6
Advanced	100/15	105	15	104	15
Premier	250/20	263	21	262.5	20.5
Extreme	400/20	405	20	403.5	20
GigaEdge	1000/50	760	51	758.5	51
Commercial Speed Package					
Pro Basic	25/10	26	10	26	10
Pro Advantage	100/20	103	20	103.5	20
Pro Power	200/30	211	31	209.5	31
Pro Edge	500/40	505	41	505.5	41
Pro GigaEdge	1000/50	760	51	789.5	51

Delaware / Maryland Region		Peak Time: 7pm - 11pm		24 Hours	
Residential Speed Package	Provisioned Speed (Download Mbps / Upload Mbps)	Download (Mbps)	Upload (Mbps)	Download (Mbps)	Upload (Mbps)
Essential	15/5	15.27	4.28	15.275	4.12
Essential Plus	50/6	50.98	4.74	51.025	4.87
Advanced	100/15	101.55	12.23	101.81	12.11
Premier	250/20	248.31	16.98	235.815	15.89
Commercial Speed Package					
Pro Basic	25/2	25.39	1.92	25.405	1.885
Pro Advantage	50/4	50.92	3.47	50.93	3.435
Pro Power	75/6	74.55	4.84	76.135	5.125
Pro Edge	120/10	120.26	7.7	121.2	8.255

Florida Region		Peak Time: 7pm - 11pm		24 Hours	
Residential Speed Package	**Provisioned Speed (Download Mbps / Upload Mbps)**	**Download (Mbps)**	**Upload (Mbps)**	**Download (Mbps)**	**Upload (Mbps)**
Essential	15/5	15	5	15	5
Essential Plus	50/6	51	6	51	6
Advanced	100/15	102	16	101	16
Premier	250/20	255	21	255	21
Extreme	400/20	407	21	407	21
GigaEdge	1000/50	940	53	939.5	53
Commercial Speed Package					
Pro Basic	25/10	25	10	25	10
Pro Advantage	100/20	101	21	101	21
Pro Power	200/30	204	32	204	32
Pro Edge	500/40	510	43	507	42.5
Pro GigaEdge	1000/50	940	53	940	53

New Hampshire / Maine Region		Peak Time: 7pm - 11pm		24 Hours	
Residential Speed Package	**Provisioned Speed (Download Mbps / Upload Mbps)**	**Download (Mbps)**	**Upload (Mbps)**	**Download (Mbps)**	**Upload (Mbps)**
Essential	15/5	15.3	5.49	15.3	5.495
Essential Plus	50/6	51	6.62	51	6.615
Advanced	100/15	102	15.93	102	16
Premier	250/20	252	21.2	253.5	21.4
Extreme	400/20	408.2	21.5	408.1	21.505
GigaEdge	1000/50	941	53.2	941.5	53.25
Commercial Speed Package					
Pro Basic	25/10	25.4	10.8	25.4	10.8
Pro Advantage	100/20	102	21.4	102	21.39
Pro Power	200/30	204	32.2	204	32.25
Pro Edge	500/40	511	42.7	510	42.75

Pennsylvania Region		Peak Time: 7pm - 11pm		24 Hours	
Residential Speed Package	**Provisioned Speed (Download Mbps / Upload Mbps)**	**Download (Mbps)**	**Upload (Mbps)**	**Download (Mbps)**	**Upload (Mbps)**
Essential	15/5	15	5	15	5
Essential Plus	50/6	50	6	50	6
Advanced	100/15	100	15	100	15

Premier	250/20	229.4	18.4	234.5	18.5
Commercial Speed Package					
Pro Basic	25/2	25	2	25	2
Pro Advantage	50/4	50	4	50	4
Pro Power	75/6	75	6	75	6
Pro Edge	120/10	120	10	120	10

South Carolina Region		**Peak Time: 7pm - 11pm**		**24 Hours**	
Residential Speed Package	**Provisioned Speed (Download Mbps / Upload Mbps)**	**Download (Mbps)**	**Upload (Mbps)**	**Download (Mbps)**	**Upload (Mbps)**
Essential	15/5	15.4	5.2	15.4	5.25
Essential Plus	50/6	51.5	6.1	51.5	6.15
Advanced	100/15	102.7	15.2	103	15.45
Premier	250/20	257.1	20.6	257.25	20.7
Extreme	400/20	413.1	20.2	412.9	20.7
GigaEdge	1000/50	954.7	47.2	959.1	48.9
Commercial Speed Package					
Pro Basic	25/10	25.7	10.6	25.7	10.8
Pro Advantage	100/20	102.9	20.4	103	20.65
Pro Power	200/30	205.5	31.5	205.8	32.05
Pro Edge	500/40	522.6	39.7	519.3	41.35

Virginia Region		**Peak Time: 7pm - 11pm**		**24 Hours**	
Residential Speed Package	**Provisioned Speed (Download Mbps / Upload Mbps)**	**Download (Mbps)**	**Upload (Mbps)**	**Download (Mbps)**	**Upload (Mbps)**
Essential	15/5	15.49	5.49	15.48	5.485
Essential Plus	50/6	51.63	6.45	51.715	6.48
Advanced	100/15	103.21	16.27	104.06	16.14
Premier	250/20	261.96	21.67	260.955	21.64
Commercial Speed Package					
Pro Basic	25/5	25.74	10.93	25.775	10.915
Pro Advantage	100/10	103.43	21.55	103.48	21.58
Pro Power	200/15	206.01	32.46	205.77	32.2
Pro Edge	300/20	321.6	43.26	327.635	43.17

You can also test the speeds yourself. Breezeline provides its customers with a performance speed test to ensure the quality of our service delivery. This industry standard test is installed on the Breezeline network and is available at any time without charge at www.breezeline.com. These tests are heavily dependent on many of the factors described above, however, and therefore do not necessarily reflect the performance of the Breezeline

network alone.

Customer Information Privacy and Security

Breezeline offers computer network security tools for its customers at www.breezeline.net under the My Breezeline tab. Breezeline also maintains the privacy and security of all customer network traffic as described above and in accordance with the Breezeline privacy policy available online at www.breezeline.com.

Additional Information

For more information or to file a complaint about Breezeline's network management practices please contact [HSIsupport@breezeline.com.](mailto:HSIsupport@breezeline.com)

If any information found within our policies and agreements located on www.breezeline.com are inconsistent with this network management disclosure, this disclosure controls.