

Clear Choice Communications BROADBAND INTERNET SERVICE DISCLOSURES

Consistent with FCC regulations,¹ Clear Choice Communications provides this information about our broadband Internet access service. We welcome questions or comments about this information, including any questions about any portions that you do not understand. You may contact Clear Choice Communications at 225-687-7000.

NETWORK PRACTICES

General description. We provide a variety of Internet offerings to our residential and business customers over our broadband network and through other communications facilities connecting to the Internet. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. We use various tools and techniques to manage our network, deliver our service, and ensure compliance with our Acceptable Use Policy and our [Subscriber Agreement/Terms of Service. We also contract with one or more third-party companies for certain network monitoring and management services. Our network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious traffic and preventing the distribution of viruses or other harmful code or content and using other tools and techniques in order to meet our goal of delivering the best possible Internet experience to our customers. Our network management practices do not target any specific content, application, service or device. As network management issues arise and as technology develops, we may employ additional or new network management practices.

We will update these disclosures as necessary.

Related documents and disclosures. Use of our broadband Internet access service is also governed by:

- Clear Choice Communications Acceptable Use Policy, available at itsyourclearchoice.com.
- Clear Choice Communications Terms and Conditions of Service, available at itsyourclearchoice.com.
- Clear Choice Communications Internet Subscriber agreement for available at itsyourclearchoice.com.

¹ 47 C.F.R. § 8.3; *Preserving the Open Internet, Broadband Industry Practices, Report and Order*, 22 FCC Rcd 17905 (2010); *Protecting and Promoting the Open Internet*, Report and Order on Remand, Declaratory Ruling, and Order, 30 FCC Rcd 5601 (2015).

- Clear Choice Communications Subscriber Privacy Policy, available itsyourclearchoice.com.

These documents contain important information regarding our Internet service and its use and may be subject to updates and revisions. Subscribers are encouraged to review them on a regular basis.

Congestion management. This section describes our network management practices used to address congestion on our network.

Congestion management practices used.

Network monitoring. We monitor our network for utilization trends. We receive regular reports showing changes in network traffic and congestion. We use this information to plan increases in available bandwidth, port additions or additional connectivity to the Internet. Should new technologies or unforeseen developments in the future make it necessary to implement an active congestion management program, we will update these disclosures and otherwise notify our customers of the scope and specifics of this program.

Potential heavy bandwidth users. Through our third party provider, we receive reports showing end user usage for identification and management of potential heavy bandwidth users.

Types of traffic affected. Our congestion management practices do not target any specific content, applications, services, or devices, or otherwise inhibit or favor certain applications or classes of applications.

Purpose of congestion management practices. Our broadband Internet network is a shared network. This means that our customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and speeds for all users. Our congestion management practices serve to:

- Help us adapt and upgrade our network to maintain or improve network performance as demand for our broadband Internet network increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high definition video.
- Help us identify potential heavy bandwidth users.

Congestion management criteria.

Network monitoring. Our network monitoring provides data to help us plan upgrades to our network, equipment, technology, and connectivity to the Internet. As demand for our Internet service increases, and as demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary.

Effects on end user experience. Because our broadband Internet network is a shared network, periods of high network demand may result in Internet traffic congestion. End users may experience reduced bandwidth or speed during these times. Although we work to engineer and implement solutions to eliminate congestion that affects the end user experience, new technologies or unforeseen developments may require implementation of an active congestion management program. Should it become necessary in the future to implement such programs Clear Choice Communications will notify its customers of the program and the criteria under which this congestion management will be implemented.

Application-Specific Practices. Not applicable.

Device Attachment Rules. This section addresses any limitations on attaching lawful devices to our network.

General restrictions on types of devices to connect to network. We place no general restrictions on lawful devices that a customer may connect to our network, so long as the device is: (i) compatible with our network; and (ii) does not harm our network or other users. Our broadband Internet service works with most PCs and laptops including Macs, and other Internet compatible devices like game systems and Internet-enabled TVs. If a password-protected wireless router is connected to our broadband Internet service, wireless Internet compatible devices properly connected to the router including computers, tablets, smartphones, and other devices can connect to our network. If a customer or potential customer believes they have an unusual configuration, our customer service department will help determine if there is a compatibility problem.

Cable Modems. Our broadband Internet requires connection of a cable modem to our network. You can obtain a cable modem from us or you may purchase one from most retail electronics sellers. Only devices that have been fully certified by CableLabs as compliant with the DOCSIS 2.0 or DOCSIS 3.0 specifications may be used.

Network and End User Security. This section provides a general description of the practices we use to maintain security of our network.

Practices used to ensure end user security, including triggering conditions.

Virus and Spam filtering: Our email and website traffic is filtered for virus activity and Spam using industry standard virus scanning and prevention techniques. Should an email message be found to contain a virus or other harmful content, the message will be deleted without notification given to either the sender or the intended recipient(s).

Virus and Spam filtering: We offer email. We use industry standard virus scanning and prevention techniques to filter email.

Practices used to ensure security of the network, including triggering conditions.

Hostile port blocking: We block known hostile ports to prevent unwanted files, browser hacking and virus attacks.

PERFORMANCE CHARACTERISTICS

General Service Description. Our broadband Internet service enables a customer to connect an Internet-enabled device through either a wired or wireless connection. Our broadband Internet access service includes wiring, a cable modem and a network interface card (NIC) for the personal computer, if required. Our broadband Internet access service enables residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet.

No Internet service provider can guarantee a specific speed at all times – the actual speed a customer will experience while using the Internet depends on a variety of conditions. These can include the customer’s computer, the customer’s home network configuration, or the performance of the website visited.

Service technology. We deliver our broadband Internet over our hybrid fiber-coaxial network using the Data over Cable Service Interface Specification (DOCSIS). Customers access our network using cable modems. To connect from our network to the Internet, we use equipment called a Cable Modem Termination System (CMTS) that acts as a gateway to the Internet for our customers’ cable modems. This is a shared network, which means that our customers share upstream and downstream bandwidth.

Expected and actual speeds and latency.

Expected performance. We offer customers a variety of broadband Internet service levels. We provide a description of the expected maximum transfer speeds associated with each residential service level, available at itsyourclearchoice.com.

Speed. The speeds we identify for each broadband Internet service level are the maximum upload and download speeds that customers are likely

to experience. We provision our customers' modems and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, or service, and more.

Latency. Latency is another measurement of Internet performance. Latency is a term that refers to the time it takes for information to travel between your computer and your Internet destination. High latency occurs when the time it should normally take for the information to make the trip becomes abnormally long. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. Most applications, such as email and websites, work well despite average latency. Highly interactive applications, such as multi-player games, do not work well with higher latency. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety 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.

Actual speed and latency performance. The actual speed and latency experienced by individual users may vary depending upon network conditions and other factors. Actual performance of our broadband Internet service in most cases will conform to national wireline broadband Internet speed and latency levels reported by the FCC.² The FCC has reported ISP subscribers receive mean download speeds that are 105.6% of advertised speeds, and mean upload speeds that are 113.2% of advertised speeds. In addition, the FCC has reported that latency³ delays for terrestrial-based ISPs range from about 14 to 52 milliseconds.

Customer Speed Test. Customers may test service speeds using commercial speed tests available online, such as www.speedtest.net.

² See FCC's Office of Engineering and Technology and Consumer Affairs Bureau, *2015 Measuring Broadband America Fixed Broadband Report, A Report on Consumer Fixed Broadband Performance in the U.S.*, (Dec. 30, 2015) (available at <https://www.fcc.gov/reports-research/reports/measuring-broadband-america/measuring-broadband-america-2015>).

³ The FCC has defined latency is the total length of time it takes a signal to travel from an origination point to the nearest server, plus the time for an acknowledgement of receipt to travel back to the origination point. The nearest server is the server providing the minimum round trip time.

Suitability of the Service for Real-time Applications. Our broadband Internet access service is suitable for typical real-time applications, including messaging, voice applications, video chat applications, gaming, and Internet video. If users or developers have questions about particular real-time applications, please contact us at 225-687-7000.

Non-Broadband Internet Access (BIAS) Data Services.

Non-BIAS Data services offered to end users. We offer several managed or “non-BIAS data” services over our network, sharing network capacity with other high speed Internet services. Managed non-BIAS data services include our Digital Phone voice over Internet Protocol (VoIP) service.

Effects of non-BIAS data services on availability and performance of broadband Internet access service. Our provision of non-BIAS data services has no effect on the availability and performance of our broadband Internet access service.

COMMERCIAL TERMS

Prices. Monthly prices for our broadband Internet access services are available on our website at www.itsyourclearchoice.com for business services call 225-687-7000.

Usage-based fees/Data allowances. Not applicable.

Fees for early termination. Not applicable.

Fees for additional network services. Not applicable.

Privacy Policies. We collect and store information from many sources as it relates to providing and maintaining service to our customers. Individually identifiable customer information, including usage data obtained in our role as your broadband Internet access service provider is only used to provide the service, improve your use of the service, manage our network, or as otherwise required or authorized by law.⁴

We do not disclose individually identifiable broadband Internet access service customer or use information to third parties except: (i) as necessary to provide our broadband Internet service and to manage our network; or (ii) in response to law enforcement requests, subpoenas, court orders, or as otherwise required or authorized by law.

For more information on our additional broadband Internet access subscriber privacy policies, please visit our Subscriber Privacy Policy available at www.itsyourclearchoice.com.

⁴ See, e.g., 47 U.S.C. § 222.

Inspection of network traffic. We routinely monitor network and traffic patterns.

Virus and Spam filtering. Our email and website traffic is filtered for virus activity and Spam using industry standard virus scanning and prevention techniques. Should an email message be found to contain a virus or other harmful content, the message will be deleted without notification given to either the sender or the intended recipient(s).

Storage of network traffic information. Dynamic Host Configuration Protocol (DHCP) information is a code included in all network traffic that associates that traffic with a particular device sending or receiving the traffic. We store DHCP information for at least thirty days. The data generated on each customer's usage is divided into broad categories for analysis to help us monitor and predict trends in usage for our customers as a whole.

Provision of aggregate or anonymized network traffic information to third parties. We may disclose aggregate or anonymized network traffic information to third parties for purposes of providing and managing our broadband Internet service or if required by law.

Use of network traffic information for non-network management purposes. We do not use network traffic information for non-network management purposes.

Redress options. We welcome questions about our broadband Internet access service. This section discloses redress options for end users and edge providers.

End user complaints and questions. End users with complaints or questions relating to the Internet Service or these disclosures should contact Clear Choice Communications at 225-687-7000.

Questions. We will endeavor to answer questions promptly via email or voice.

Complaints. For written complaints, we will provide an initial response in writing within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.

Edge provider complaints and questions. Edge providers with complaints or questions relating to our broadband Internet access service or these disclosures should contact Clear Choice Communications at 225-687-7000

Questions. We will endeavor to answer questions promptly via email or voice.

Complaints. For written complaints, we will provide an initial response in writing within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.