

Comporium® Network Management Disclosure

COMPORIUM® NETWORK MANAGEMENT DISCLOSURE

This disclosure explains the performance characteristics, pricing, and network management practices for broadband Internet service provided by Comporium® (“Comporium.Net” or the “Company”). This disclosure may be changed at any time without notice. It is not a contract between Comporium® and its customers or any users of the service provided by Comporium®. This disclosure neither obligates Comporium to provide any specific level of service nor to maintain any level of service or network configuration, and it creates no rights that are not already available to a customer or user by law or under any agreement with Comporium.

Performance Characteristics and Pricing

Comporium.Net offers the following tiers of service (not all tiers are offered in every area):

Tier	Average Download Speed	Average Upload Speed	Average Latency (milliseconds)	Monthly Price**
Basic Broadband	810 kbps	120 kbps	20.5 ms	\$29.95
Cable Modem Standard	15.13 Mbps	1.52 Mbps	20.5 ms	\$49.95
Cable Modem Ultra	59.86 Mbps	3.15 Mbps	20.5 ms	\$59.95
Cable Modem Elite	100.03 Mbps	5.29 Mbps	20.5 ms	\$74.95
Fiber Standard	80.45 Mbps	31.22 Mbps	20.5 ms	\$49.95
Fiber Ultra	205.04 Mbps	61.76 Mbps	20.5 ms	\$59.95
Fiber Elite	526.46 Mbps	195.67 Mbps	20.5 ms	\$74.95
Zipstream	822.97 Mbps	910.52 Mbps	20.5 ms	\$99.95
DSL Package 1	7.08 Mbps	510.00 kbps	20.5 ms	\$48.45
DSL Package 2	8.35 Mbps	820.00 kbps	20.5 ms	\$59.95
DSL Package 3	11.13 Mbps	1.22 Mbps	20.5 ms	\$74.95

**Actual speeds may vary by location. The monthly price for DSL package 1 in Brevard is \$46.95. **Monthly price does not include discounts available for bundled services, special promotions, certain business pricing, \$50 installation charge, or any deposit required to start service based on credit or payment history. Check www.comporium.com for services and pricing available in your area or call 1.888.403.2667. The price of each service tier includes broadband Internet Access, email virus protection, and Spam filtering.*

Average download speed, average upload speed, and average latency are based on internal testing by Comporium at the time of installation during the hours of 8:00 am and 5:00 pm. Based on internal data, Comporium’s peak usage period is between 7:00 pm and 11:00 pm. Speeds available to an individual customer at any given time may vary and are dependent upon a number of factors.

Comporium advertises its Broadband, or High Speed Internet (HSI), service in terms of **Maximum** download speed and **Maximum** upload speed using a measurement of either kilobits per second (kbps) or Megabits per second (Mbps). 1 Mbps is equal to 1024 kbps. For example, customers may see an advertized HSI package that offers maximum speeds of 9 Mbps x 512 kbps.

In order to capture information about the broadband speeds that customers are experiencing, Comporium uses the results from actual customer data collected at the time of installation. Customers may also test the speed they are experiencing at any time by visiting speedtest.comporium.net. It is important to note that because the speed test tool is very often used as a diagnostic site, results will likely be significantly better than average speeds listed above.

Account Limitations, Suspension, Cancellation or Termination

Comporium, in its sole discretion, reserves the right to monitor bandwidth usage (i.e., monthly data transfer rate) and determine when such usage is in excess of the set limitations. All users of Comporium.Net are limited to a normal volume of data transfer and storage. In the event a customer exceeds the normal limits established by Comporium, the customer may be required to limit their usage or incur an **additional fee of \$10.00 for every 50 GB over the limits below.**

Business Class Service

Monthly Transfer Limitations (GB)

Tier	Downstream	Upstream
Lite (Cable Modem or FTTP)	100	75
Cable Modem Standard	450	350
Cable Modem Ultra	500	400
Cable Modem Elite	550	450
Fiber Standard	450	450
Fiber Ultra	500	500
Fiber Elite	550	550
Zipstream	3000	3000

Standard Service

Monthly Transfer Limitations (GB)

Tier	Downstream	Upstream
Basic Broadband(Any Technology)	50	30
Cable Modem Standard	400	250
Cable Modem Ultra	450	300
Cable Modem Elite	500	350
Fiber Standard	400	400
Fiber Ultra	450	450
Fiber Elite	500	500
DSL Package 1	200	110
DSL Package 2	250	145
DSL Package 3	300	165
Zipstream	2000	2000

Equipment and Device Attachment Rules

Customers may purchase equipment required to use Comporium.Net service, such as a modem, from third parties or may lease the equipment from Comporium. However, Comporium prohibits the connection of devices that cause harm to the network, compromise security, or are used for illegal purposes.

Privacy

We consider the privacy of our customers to be very important, and we are committed to keeping nonpublic personal information about our customers secure and confidential. Comporium's broadband Internet service is subject to the company's privacy policy which can be found at comporium.com/privacy-policy.

Congestion Management Practices

Comporium's primary method of managing network congestion is to expand capacity as necessary to meet customer needs. Comporium currently uses no congestion management techniques other than our standard levels of service, which limit speed based upon subscription level, and our ongoing work to continually provide enough bandwidth for our customers' needs through network upgrades and speed increases.

Complaints and Questions

www.comporium.com

Complaints and questions concerning Comporium's Network Management Disclosure can be directed to Comporium at:

- By email: ContactMain@Comporium.com
- By phone: 1.888.403.2667
- By mail: P.O. Box 470 Rock Hill, SC 29731

For any complaints, please include the screen name of the Comporium.Net user involved and any other identifying information, as well as a detailed description of the activities involved and the dates on which they took place, to the extent known.

Thank you for choosing Comporium Internet services.