

## 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):

Advertised Internet Tier in Mbps (unless otherwise stated)	Average Download Speed	Average Upload Speed	Average Latency (milliseconds)	Monthly Price**
Cable Modem Basic Broadband - 768 kbps x 512 kbps	810.00 kbps	120.00 kbps	20.5 ms	\$34.94
Cable Modem Standard - 25 x 1.5	24.95 Mbps	1.39 Mbps	20.5 ms	\$54.94
Cable Modem Ultra – 75 x 3	74.60 Mbps	3.50 Mbps	20.5 ms	\$64.94
Cable Modem Elite – 125 x 5	122.24 Mbps	5.08 Mbps	20.5 ms	\$79.94
Fiber Standard – 90 x 50	96.34 Mbps	54.73 Mbps	20.5 ms	\$54.94
Fiber Ultra – 300 x 300	320.21 Mbps	317.10 Mbps	20.5 ms	\$64.94
Fiber Elite – 600 x 600	635.26 Mbps	595.32 Mbps	20.5 ms	\$79.94
Zipstream – 1000 x 1000	920.86 Mbps	933.05 Mbps	20.5 ms	\$89.94
DSL Package 1 – 7 x 512 kbps	6.94 Mbps	510.00 kbps	20.5 ms	\$48.45
DSL Package 2 – 9 x 768 kbps	8.35 Mbps	820.00 kbps	20.5 ms	\$59.95
DSL Package 3 – 11 x 1	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, installation charges, or any deposit required to start service based on credit or payment history. Check [www.comporium.com](http://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](http://speedtest.comporium.net). It is important to note that because the speed test tool is very often used as a diagnostic site, your 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 normal limits. Excessive usage could result in a warning to the customer, limited account functionality, suspension of account, termination of account, billing for administrative and investigative costs and/or reactivation charges, and legal action to enjoin violations and/or to collect damages, if any, caused by violations.

#### **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 [www.comporium.com/privacy-policy](http://www.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**

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

- By email: [ContactMain@Comporium.com](mailto:ContactMain@Comporium.com)
- By phone: 1.888.403.2667
- By mail: Comporium Communications  
c/o External Affairs  
P.O. Box 470  
Rock Hill, SC 29731

Please include your name, Comporium account number, and any other identifying information with your complaint or question.

Thank you for choosing Comporium Internet services.