

# 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 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/Fiber Lite 30 x 5	32.00 Mbps	5.17 Mbps	20.5 ms	\$29.94
Cable Modem Essential 100 x 5	97.60 Mbps	5.00 Mbps	20.5 ms	\$49.94
Cable Modem Standard 400 x 10	401.40 Mbps	9.60 Mbps	20.5 ms	\$76.94
Cable Modem Ultra 600 x 20	614.20 Mbps	19.20 Mbps	20.5 ms	\$86.94
Cable Modem Elite 750 x 30	757.16 Mbps	22.40 Mbps	20.5 ms	\$96.94
Cable Modem Zipstream 1000 x 50	931.00 Mbps	36.58 Mbps	20.5 ms	\$102.94
Fiber Essential 100 x 100	103.81 Mbps	109.42 Mbps	20.5 ms	\$49.94
Fiber Standard 400 x 400	413.72 Mbps	418.96 Mbps	20.5 ms	\$76.94
Fiber Ultra 600 x 600	618.80 Mbps	612.20 Mbps	20.5 ms	\$86.94
Fiber Elite 750 x 750	747.06 Mbps	698.90 Mbps	20.5 ms	\$96.94
Fiber Zipstream 1000 x 1000	945.86 Mbps	936.68 Mbps	20.5 ms	\$102.94
DSL Package 1 - 7 x 1	7.14 Mbps	1.02 Mbps	20.5 ms	\$48.45
DSL Package 2 – 9 x 1	9.10 Mbps	1.00 Mbps	20.5 ms	\$59.95
DSL Package 3 – 11 x 1	11.00 Mbps	1.05 Mbps	20.5 ms	\$74.95

*\*Speeds vary based on technology available at the property. Internet speeds are provided as “up to” a package offering, utilizing a wired connection and are subject to a variety of external factors. Wireless speeds may vary. \*\*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 Megabits per second (Mbps). For example, customers may see an advertized HSI package that offers maximum speeds of 400 Mbps x 5 Mbps.

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.

#### **Affordable Connectivity Program (ACP) and Comporium's Connected Internet Program**

Eligible customers may qualify for the Affordable Connectivity Program (ACP). The ACP is a federal government benefit program operated by the Federal Communications Commission (FCC) which provides a discount of up to \$30 per month towards any broadband service for eligible households and up to \$75 per month for household on qualifying Tribal lands. The Affordable Connectivity Program is non-transferable and limited to one monthly Internet discount per household. Once the Affordable Connectivity Program ends, or when a household is no longer eligible, subscribers will be subject to the provider's regular rates, terms, and conditions. **Comporium is pleased to offer a \$30 Essential Internet package to eligible ACP customers for FREE through Comporium's Connected Internet Program after the \$30 ACP credit has been applied to their Comporium account.**

Eligibility requirements for consumer participation include:

- Participation in the FCC's Lifeline program
- Household income at or below 200% of the Federal Poverty Guidelines
- Participation in a Lifeline-qualifying government program
- Consumer received a Federal Pell Grant in the current award year
- Participation in free & reduced-price school lunch program or school breakfast program
- Participation in the Special Supplemental Nutritional Program for Women, Infants, and Children (WIC) – New for ACP

For more information, please visit [www.comporium.com/affordable-connectivity-program](http://www.comporium.com/affordable-connectivity-program). To apply for the Affordable Connectivity Program, please visit a Comporium retail store. A valid government-issued ID as well as proof of qualification in one of the above programs is required.

### **Blocking**

Comporium does not engage in any practice, other than reasonable network management disclosed herein, that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices.

### **Throttling**

Comporium does not engage in any practice, other than reasonable network management disclosed herein, that degrades or impairs access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

### **Prioritization of Service**

Comporium does not engage in any practice that directly or indirectly favors or prioritizes some internet traffic over other traffic in exchange for consideration or to benefit an affiliate.

### **Network and Congestion Management Practices**

Comporium actively monitors network traffic and congestion and uses the information to provide and plan upgrades to equipment, technology, and network connectivity. Comporium also monitors network utilization to ensure network availability and performance for all users. Customers who use excessive bandwidth can have an adverse effect on overall network speeds and availability. Excessive bandwidth users generally include users (i) in the top 1% of either upstream or downstream total bandwidth for any measurable length of time; (ii) who use a disproportionately greater amount of bandwidth than other customers utilizing the node; or (iii) whose bandwidth usage otherwise adversely affects network speeds and availability for other customers. Comporium, in its sole discretion, determines the criteria for data usage that is not characteristic of a typical customer of Comporium's broadband service. Notwithstanding the foregoing, Comporium's congestion management practices do not target any specific content, applications, services, or devices, or otherwise inhibit or favor certain applications or classes of applications. Comporium's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols, or applications. Comporium's network management practices do not relate to any particular customer's aggregate monthly data usage.

Comporium manages its network with the goal of delivering a fast, safe, and uncompromised broadband Internet experience to all of its customers. But high-speed bandwidth and network resources are not unlimited. Managing the network is essential for the promotion of the best possible broadband Internet experience by all of Comporium's customers. The company uses reasonable network management and test practices that are consistent with industry standards. In addition, Comporium is required by the FCC

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to test a random set of customers for speed and latency periodically during the year. By using this service, the customer agrees to allow Comporium to perform these tests.

### **Account Limitations, Suspension, Cancellation or Termination**

Comporium reserves the right to monitor bandwidth usage and to determine when such usage is in excess of normal limits. In the event excessive usage is identified, Comporium may contact these customers to help identify a service plan that better suits their needs. If a reasonable solution is not found and usage remains excessive, Comporium reserves the right to limit, reduce or suspend account functionality and to suspend or terminate the customer's account.

### **Equipment and Device Attachment Rules**

Customers may purchase equipment required to use Comporium's broadband 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.

### **Impact of Non-BIAS Data Services**

The FCC has defined two types of broadband services: Broadband Internet Access Service ("BIAS") and Non-Broadband Internet Access Service ("Non-BIAS") service. BIAS is a mass-market retail service by wire or radio that provides the capability to transmit data to and receive data from all, or substantially all, Internet endpoints. Non-BIAS services include services offering connectivity to one or a small number of Internet endpoints for a particular device (i.e., heart monitors) or don't provide access to the internet at all. Non-BIAS (previously known as "Specialized Services") may share capacity with BIAS over the last-mile facilities. If both are offered, they may compete for bandwidth in the last mile.

Real time, non-BIAS services, such as Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. As Non-BIAS traffic is combined with general Internet traffic on Comporium's network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on Comporium's network. In any such event, the non-BIAS traffic is given priority over general Internet traffic.

Comporium provides Voice-over-the-Internet-Protocol (VoIP) to its fixed wireless customers. The VoIP traffic uses private RFC 1918 addresses, dedicated paths for VoIP and QoS on the routers/switches it touches. The QoS priority is based on the source and destination IP. Where VoIP traffic is combined with best effort Internet traffic and QoS priority is employed, the network could endure marginal delays if there are instances of bandwidth contention, although very unlikely.

The Company offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Company's broadband Internet access services, or the

performance of such services. Customer should note that significantly heavier use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation and appreciates feedback from its customers.

### **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 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).

### **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 Regulatory 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's broadband services.