

# 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

*\*\*For residential plans and pricing available in your service area, please visit <https://labels.comporium.com>. For business pricing, please visit [www.comporium.com](http://www.comporium.com) or contact Comporium at 1-888-403-2667. Each service tier includes broadband Internet Access and virus protection.*

#### Residential Tiers

*Advertised Internet Tier in Mbps	Typical Download Speed	Typical Upload Speed	Typical Latency (milliseconds)
Cable Modem Essential 200/10	200.48 Mbps	10.27 Mbps	20.5 ms
Cable Modem Standard 400/10	398.42 Mbps	9.99 Mbps	20.5 ms
Cable Modem Ultra 600/20	602.02 Mbps	21.42 Mbps	20.5 ms
Cable Modem Zipstream 1000/50	935.37 Mbps	45.61 Mbps	20.5 ms
Cable Modem Zipstream 2000/200	1890.32 Mbps	199.00 Mbps	20.5 ms
Fiber Essential 200/200	207.68 Mbps	211.97 Mbps	20.5 ms
Fiber Standard 400/400	401.12 Mbps	414.37 Mbps	20.5 ms
Fiber Ultra 600/600	607.32 Mbps	614.73 Mbps	20.5 ms
Fiber Zipstream 1G – 1000/1000	945.16 Mbps	943.83 Mbps	20.5 ms
Fiber Zipstream 2G – 2000/2000	1890.32 Mbps	1887.66 Mbps	20.5 ms
Fiber Zipstream 5G – 5000/5000	4781.11 Mbps	4892.76 Mbps	20.5 ms
Fiber Zipstream 8G – 8000/8000	7648.78 Mbps	7828.42 Mbps	20.5 ms
DSL Package 1 – 7/1	6.86 Mbps	1.18 Mbps	20.5 ms
DSL Package 2 – 9/1	9.33 Mbps	0.89 Mbps	20.5 ms
DSL Package 3 – 11/1	11.00 Mbps	1.00 Mbps	20.5 ms

### Business Class Tiers

<b>*Advertised Internet Tier in Mbps</b>	<b>Typical Download Speed</b>	<b>Typical Upload Speed</b>	<b>Typical Latency (milliseconds)</b>
Business Class CM Standard 400/10	398.42 Mbps	9.99 Mbps	20.5 ms
Business Class CM Ultra 600/20	602.02 Mbps	21.42 Mbps	20.5 ms
Business Class CM Zipstream 1000/50	935.37 Mbps	45.61 Mbps	20.5 ms
Business Class CM Zipstream 2000/200	1890.32 Mbps	199 Mbps	20.5 ms
Business Class CM – Chesnee 5/1	4.98 Mbps	1.00 Mbps	20.5 ms
Business Class CM – Chesnee 45/10	45.15 Mbps	10.71 Mbps	20.5 ms
Business Class CM – Chesnee 75/10	75.00 Mbps	10.14 Mbps	20.5 ms
Business Class Fiber Standard 400/400	401.12 Mbps	414.37 Mbps	20.5 ms
Business Class Fiber Ultra 600/600	607.32 Mbps	614.73 Mbps	20.5 ms
Business Class Fiber Zipstream 1G – 1000/1000	945.16 Mbps	943.83 Mbps	20.5 ms
Business Class Fiber Zipstream 2G – 2000/2000	1890.32 Mbps	1887.66 Mbps	20.5 ms
Business Class Fiber Zipstream 5G – 5000/5000	4781.11 Mbps	4892.76 Mbps	20.5 ms
Business Class DSL Package 3 – 11/1	11.00 Mbps	1.00 Mbps	20.5 ms

*\*Packages and 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.*

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.

## **Broadband Labels**

Broadband labels for packages available at your location can be accessed at <https://labels.comporium.com>. A machine-readable version of all labels is also available for download at this URL.

## **Billing and Payment Terms**

Billing will commence upon activation of any service or Comporium equipment. The subscriber shall pay all service, equipment, and installation fees, charges, taxes, fees, and surcharges incurred in connection with the service within thirty (30) days from the due date appearing on the invoice. The subscriber shall pay all applicable taxes, surcharges, and fees imposed on or in connection with the service, including but not limited to applicable federal, state, and local sales, use, property, excise, telecommunications, or other taxes, franchise fees, federal and state universal service fund fees, and any other state or local governmental charges or regulatory fees that apply to broadband service. Comporium shall have the right to increase all service and equipment fees at monthly renewal upon thirty (30) days prior notice to the subscriber. If the subscriber fails to submit payment by the provided due date, the subscriber will be assessed a late fee equal to 1.5% per month on any outstanding account balance.

Services and use of Comporium equipment are provided on a monthly subscriber basis and shall automatically renew on the first day of the subscriber's monthly billing cycle.

## **Blocking, Throttling, and Paid Prioritization of Service**

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. 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. 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

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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 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 by using one of the avenues below. Please include your name, Comporium account number, and any other identifying information with your complaint or question. Thank you for choosing Comporium as your broadband service provider!

- By email: [ContactMain@Comporium.com](mailto:ContactMain@Comporium.com)
- By phone: 1.888.403.2667
- By mail: Comporium Communications  
c/o Regulatory Affairs  
330 East Black Street  
Rock Hill, SC 29730