COMMZOOM

BROADBAND INTERNET SERVICE DISCLOSURES

Consistent with FCC regulations,[1] commZomm provides this information about our broadband Internet access services. We call our broadband Internet access services, which are offered using cable modems and fiber to the home, our "High Speed Internet". We welcome questions or comments about this information. You may contact Internet Technical Support at support@commzoom.com.

NETWORK PRACTICES

General description. We provide a variety of High Speed Internet offerings to our residential and business customers. We provide the service over our broadband network and through third party fiber optic lines connecting to the Internet. We also contract with one or more companies for certain network monitoring and management services. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable network management practices to improve overall network performance to ensure a high-quality online experience for all users. 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 High Speed Internet is also governed by:

- commZomm Acceptable Use Policy (AUP), available by clicking www.commzoom.com/legal
- commZomm Internet Rules & Regulations/Terms of Use, available by clicking www.commzoom.com/legal

Other documents related to our High Speed Internet Service:

- commZomm Email Setup Guide, available by clicking (To be Published, contact support@commZoom.com once available)
- commZomm Webmail User Guide, available by clicking(To be Published, contact support@commZoom.com once available)

Congestion management. We describe in this section 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 bandwidth available, port additions, or additional connectivity to the Internet.

Types of traffic affected. Our congestion management practices do not target any specific content, application, service, or device.

---

[1] 47 CFR 8.3 and *In re: Preserving the Open Internet, Broadband Industry Practices, Report and Order*, 22 FCC Rcd 17905 (2010).

Purposes of congestion management practices. Our High Speed 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 High Speed Internet 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.

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. We have not established specific criteria to govern our upgrade decisions.

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.

Typical frequency of congestion. While we strive to reduce all congestion on our network, congestion may increase during periods of peak demand for higher bandwidth applications. These periods of peak demand tend to occur in the evenings.

Application-Specific Practices. This section discloses any application-specific practices we use, if any.

Management of specific protocols or protocol ports. We do not block ports unless our network comes under attack from viruses or other "malware." In such cases, a third party provider may block that specific port until the attack ceases, at which time they remove the block.

Modification of protocol fields. Not applicable.

Applications or classes of applications inhibited or favored. 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 our network, so long as the device is: (i) compatible with our network; and (ii) does not harm our network or other users. Our High Speed Internet service works with most types of PCs and laptops including Macs, and other Internet compatible devices like game systems and Internet-enabled TVs. If a wireless router is connected to our High Speed Internet service, wireless Internet compatible devices 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.

Additional information regarding the equipment required to connect to our network is available on our website by clicking here www.commZoom.com.

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.

Hostile port blocking. We do not block ports unless our network comes under attack from viruses or other "malware." In such cases, a third party provider may block that specific port until the attack ceases, at which time they remove the block.

Virus and Spam filtering. Our third party provider may filter email and website traffic 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, we may (i) notify the sender and/or the intended recipient and quarantine the message or (ii) delete the email message without notification. We may terminate service for unlawful activity on our network in accordance with our AUP and Internet Rules and Regulations.

Additional services. We offer email filtering services for virus activity and Spam, as well as antivirus software, to our customers for an additional fee.

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

Hostile port blocking: Our third party provider may block known hostile ports to prevent unwanted files, browser hacking and virus attacks.

Virus and Spam filtering: Our third party provider may filter email and website traffic 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, we may (i) notify the sender and/or the intended recipient and quarantine the message or (ii) delete the email message without notification. We may terminate service for unlawful activity on our network in accordance with our AUP and Internet Rules and Regulations.

PERFORMANCE CHARACTERISTICS

General Service Description. Through our High Speed Internet service, we serve as a local Internet service provider. Our High Speed Internet service enables residential and business customers to access all lawful content, applications, and services of their choice available on the Internet.

Service technology. We deliver our High Speed Internet service through Cable Modems using coaxial cable television cables and fiber optic modems in areas where we use fiber optic cables to deliver fiber to the home (FTTH) or fiber to the premise (FTTP).

Expected and actual speeds and latency.

Expected performance. We offer customers a variety of High Speed Internet service levels. A description of the expected maximum transfer speeds associated with each service level is available by clicking www.commZoom.com/Internet

> Speed. The speeds we identify for each High Speed 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 the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. 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. Actual speed and latency may vary depending upon network conditions and other factors. Actual performance of our High Speed Internet in most cases will conform to national wireline broadband Internet speed and latency levels reported by the FCC.[2]

Suitability of the Service for Real-time Applications. Our High Speed Internet 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 Internet Technical Support at support@commzoom.com.

Specialized Services.

Specialized services offered to end users. Not applicable.

Effects of specialized services on availability and performance of broadband Internet access service. Not applicable.

COMMERCIAL TERMS

Prices. Monthly prices for our High Speed Internet are available by calling our office at (210) 736-3376 or sending an e-mail to commercialsales@commZoom.com.

---

[2] See FCC's Office of Engineering and Technology and Consumer Affairs Bureau, *Measuring Broadband America, A Report on Consumer Wireline Broadband Performance in the U.S.*, (February 2013) (available at: www.fcc.gov/measuring-broadband-america/2013/February).

Usage-based fees. Not applicable.

1.   Fees for early termination (Residential Customer). If you cancel, terminate, or downgrade the Service before the completion of any promotional term to which you agreed ("Initial Term"), you agree to pay commZoom an early cancellation fee of up to two hundred dollars ($200.00) plus all outstanding charges for all Services used and Equipment purchased for which you have not paid us prior to termination. Early cancellation fees or any other fees may automatically be charged to your account and your credit or debit card provided to commZoom.
Commercial Customer: If Company cancels, terminates, or downgrades the Service before the completion of any promotional term to which Company agreed ("Initial Term"), Company agrees to pay commZoom an early cancellation fee of no less than two hundred dollars ($200.00) plus all outstanding charges for all Services used and Equipment purchased for which Company has not paid us prior to termination.
This fee remains subject to change. If you have any questions regarding these early termination fees, please contact us.

Fees for additional network services. Fees for certain additional network services are available by calling 1-844-858-8500.

Privacy Policies. We do not disclose High Speed Internet service customer or use information to third parties except: (i) as necessary to provide our High Speed Internet service and to manage our network; or (ii) in response to law enforcement requests, court order, or as otherwise required or authorized by law.

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

> **Virus and Spam filtering.** We use a third party provider to filter email and website traffic 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, we may (i) notify the sender and/or the intended recipient(s) and quarantine the message or (ii) delete the message without notification. We may terminate service for unlawful activity on our network in accordance with our AUP and Internet Rules and Regulations.

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 Cable or Fiber modem sending or receiving the traffic. We do store DHCP information. Our third party provider may store DHCP information.

Provision of network traffic information to third parties. We do not disclose High Speed Internet service customer or use information to third parties except: (i) as necessary to provide our High Speed Internet service and to manage our network; or (ii) in response to law enforcement requests, court order, or as otherwise required or authorized by law.

Use of network traffic information for non-network management purposes. Not applicable.

Redress Options; Practices for resolving end-user and edge provider complaints and questions.
End users or edge providers with complaints or questions relating to these disclosures should contact support@commZoom.com.

> **Questions.** We will endeavor to answer questions promptly via telephone.

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.