SpeedConnect, LLC
Network Management Practices Policy Disclosure

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, SpeedConnect, LLC ("SpeedConnect") policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that SpeedConnect's current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by SpeedConnect, and the extent SpeedConnect's network management practices may affect those services.

Network Management Practices
In the interest of providing the best online experience possible for all of SpeedConnect's customers, SpeedConnect utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service provides, it is essential that SpeedConnect reasonably manages its network to promote the use and enjoyment of the Internet by all of SpeedConnect's customers. By engaging in reasonable and responsible network management, SpeedConnect prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by SpeedConnect are consistent with industry standards.

Congestion Management
It is possible that a relatively small number of customers may place a disproportionate demand on the network bandwidth resources, causing network congestion and an overall degradation in service quality for other end users. For this reason, if SpeedConnect's network nears a state of congestion, SpeedConnect will use congestion management practices to ensure all of SpeedConnect's customers retain access to a "fair share" of bandwidth resources.

When SpeedConnect's network nears a state of congestion, the congestion management tools, practices and/or software employed by SpeedConnect will identify segments of the SpeedConnect network which have a predetermined, aggregated level of bandwidth usage. From there, the congestion management tools will ascertain which customer account in the identified network segment is using a disproportionate share of the bandwidth. The Internet traffic of the identified customer account may be temporarily managed until the period of network congestion passes. Customers whose Internet traffic is temporarily managed by SpeedConnect will still be able to do anything they want online, and many activities will be unaffected; however, these customers may experience slower downloads and uploads and Internet/website response times. The congestion management practices utilized by SpeedConnect are "protocol-agnostic" meaning that the network

does not manage congestion based on the online activities, protocols or applications a customer uses. Rather, SpeedConnect's congestion management practices focus only on the heaviest bandwidth users in real time.

We currently are investigating congestion management tools to assist in our congestion management practices.

Application-Specific Behavior

SpeedConnect does not make use of any application-specific network management practices. SpeedConnect does not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications.

Device Attachment Rules

In order for a device to be approved for use on the SpeedConnect's network, the device must conform to publicly available industry standards and be non-harmful to SpeedConnect's network.

Security

SpeedConnect offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. SpeedConnect uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted.

Performance Characteristics

SpeedConnect offers broadband Internet access service via wireless microwave technology.The advertised speed of SpeedConnect's Internet service is the maximum speed achievable with the technology utilized by SpeedConnect. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of SpeedConnect's Internet service offerings, including, but not limited to: distance from SpeedConnect's transmitting location being accessed by the user, the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.Based on internal testing, the peak upload and download speeds are 10 Mbps/4 Mbps during peak usage periods .

Commercial Terms Pricing

In order to meet the usage and budgetary needs of all of our customers, SpeedConnect offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives. To see SpeedConnect's current promotions and pricing on broadband Internet access service, please visit our website www.speedconnect.com, or call 1-866-2972900 to speak with a customer service representative.

Early Termination Fees

If a customer previously entered into a service agreement with SpeedConnect for broadband Internet access service for a defined service term, and customer desires to terminate the service agreement prior to the expiration of that term, SpeedConnect may charge a reasonable early termination fee if such fee is clearly indicated in the service agreement.

Usage-Based Fees

SpeedConnect's Internet service is priced on a flat-fee basis. SpeedConnect charges end users an additional usage-based fee for exceeding the monthly data (usage) limits of their Internet service plan. For additional information on SpeedConnect's fee schedule for additional network services, visit the SpeedConnect's website at: www.speedconnect.com .

Privacy Policy

SpeedConnect affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, SpeedConnect reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and SpeedConnect's Internet access service through reasonable network management practices. SpeedConnect may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. SpeedConnect may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connections with uploading, downloading or streaming data to and from the Internet. Network traffic, activity, performance information, and equipment information monitored or collected by SpeedConnect is done so for the sole purpose of reasonable network management purposes. SpeedConnect is required to comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if SpeedConnect determines, in its sole discretion, that such a disclosure is necessary or required. SpeedConnect may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. SpeedConnect may also disclose this information in connection with the sale of our business.

The SpeedConnect's network management practices as discussed herein are intended solely to provide the best online experience possible for all of SpeedConnect's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. SpeedConnect's network management practices are not intended, nor

implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding SpeedConnect's network management practices are encouraged to contact SpeedConnect for issue resolution.

Contact Us

If you have any questions regarding SpeedConnect's Network Management Practices Policy or would like to file a complaint with SpeedConnect regarding its network management practices, please contact SpeedConnect at:

SpeedConnect, LLC
455 N Main St
Frankenmuth, MI 48734
1-866-297-2900
www.speedconnect.com

Further, if you believe that SpeedConnect is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC. http://esupport.fcc.gov/complaints.htm

Additional Disclaimers

The Open Internet Rules, as adopted, and SpeedConnect's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users. Furthermore, the Open Internet Rules, as adopted, and SpeedConnect's Network Management Practices Policy do not prohibit SpeedConnect from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review SpeedConnect's Acceptable Internet Use Policy/Subscriber Agreement at:

http://www.speedconnect.com/downloads/SpeedConnectAcceptableUsePolicy.pdf