Breezeline High Speed Internet Network Management Practices

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Pursuant to the Federal Communications Commission's Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Breezeline provides this statement regarding the high speed Internet services provided by Breezeline, its network management practices, service performance, and terms of service so that our current customers, prospective customers, third-party content providers and other interested parties may make informed choices regarding the broadband Internet access services we offer.

Breezeline's Internet Access Services

Breezeline offers several broadband Internet access service options that provide the capability of connecting to the Internet. Such services are provided over Breezeline's hybrid fiber-coax network using DOCSIS technology. Breezeline also offers Fiber-to-Premises in select areas where advertised. Customers have the ability to choose a variety of different speed levels (depending on technology available to an individual customer and his or her geographic region) to best meet their needs. To help determine which level of service is most suitable based on users' particular needs, preferences and budgets, visit www.breezeline.com. The terms and conditions applicable to Breezeline's Internet access services are contained in its Residential Subscriber Agreement (for residential customers) located at https://www.breezeline.com/policies-agreements; and Commercial Services Terms and Conditions (for small business customers) located at https://www.breezeline.com/business/policies-and-agreements. Breezeline's Acceptable Use Policy can be found at https://www.breezeline.com/policies-agreements.

Network Management

Breezeline does not discriminate against lawful Internet content, applications, services, or non-harmful devices. Breezeline uses the following measures to further its commitment to providing optimal Internet service to customer, subject to reasonable network management practices:

- **No Blocking.** Breezeline does not block or otherwise prevent access to legal content, applications, services, or non-harmful devices.
- **No Throttling.** Breezeline does not impair or degrade lawful internet traffic on the basis of content, applications, services, or non-harmful devices.
- **No Paid Prioritization.** Breezeline does not directly or indirectly favor some lawful internet traffic over other lawful internet traffic in exchange for consideration of any kind, monetary or otherwise.

Breezeline manages its High Speed Internet Network to deliver the best possible broadband Internet experience to all of its customers. Breezeline uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy. Without effective network management, customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks or degradations of the service. Network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content and using other tools and techniques that Breezeline may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

Breezeline has not established a monthly data usage cap for its customers. We do monitor usage, however, and we regularly review accounts with uncommonly high usage relative to all other accounts to ensure that such accounts have not been subjected to cloning, unauthorized access or business use, other security breach, or unlawful activity. As part of our review, we may contact account holders to inquire about usage and may take or require actions to correct problems such as security, class of use or unlawful activity.

Content Access

Breezeline provides its customers with full access to all lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Breezeline uses industry standard tools and generally accepted best practices and policies to help it meet this customer commitment. In cases where these tools and policies identify certain online content as harmful and unwanted, such as spam or phishing websites, this content is usually prevented from reaching customers. Breezeline limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Breezeline's servers in order to protect them against Denial of Service (DoS) attacks. The exact rate limits are not disclosed in order to maintain the effectiveness of these measures.

Network Traffic

Breezeline does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current network management practice, however, Breezeline deploys certain measures to enforce the provisions of the Digital Millennium Copyright Act (DMCA). Breezeline also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, Breezeline blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

Limitations on Devices that Can Be Attached

An approved cable modem device is required for the use of the Breezeline High Speed Internet Service. Breezeline leases modems and gateways to its customers, which are pre-configured to integrate with Breezeline's network and systems to be used on the network, to enable the customers to enjoy the broadband Internet access service speeds to which they subscribe. For customers who prefer to purchase their own modem, Breezeline requests modems and gateways to have DOCSIS 3.1 specifications. Parties interested in Breezeline cable modem testing should contact the company at 888-536-9600.

Breezeline does not limit the lawful devices that can be attached to a cable modem and used with Breezeline's broadband services, *PROVIDED* that the user complies with Breezeline's applicable Acceptable Use Policy and terms of service referenced above under Breezeline's Internet Access Services.

Performance Standards

Breezeline provisions its modems and engineers its network to maximize customers' ability to receive the maximum speed levels for each tier of service. Breezeline, however, does not guarantee that a customer will achieve those speeds at all times. Breezeline advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The actual speed a customer experiences may vary based on a number of factors and conditions, many of which are beyond the control of Breezeline. These conditions include:

- **The performance of a customer's Internet connected device**, such as a computer, smartphone, tablet, or other, including its age, memory, processing capability, its operating system, the number of users in a household at a particular moment and the number of applications running simultaneously impacts the speed and performance of your Internet service. The presence of any malware or viruses also has an effect on your Internet connected device's ability to communicate with the Internet. Often, increasing the amount of memory (RAM) in your Internet connected device can have a positive effect on how quickly your Internet connected device can communicate with the Internet. You should make sure that you are running the most up-to-date operating system your Internet connected device can handle (with all available patches installed) to maximize your connection speeds.

- **Type of connection between a customer's Internet connected device and modem**. If there is a router between your modem and your Internet connected device, the connection speed you experience can often depend on the model and configuration of the router. In- home wireless connections may be slower than wired connections. Wireless connections also may be subject to greater fluctuations, interference and congestion.

- **The distance packets travel (round trip time of packets)** between a customer's Internet connected device and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.

- **Congestion or high usage levels at the website or destination**. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.

- **Gating of speeds or access by the website or destination**. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.

- **The suitability of the cable modem**. Modem/gateway performance may degrade over time, and some modems may not be capable of handling higher speeds. Breezeline leases modems and gateways to its customers, which are pre-configured to integrate with Breezeline's network and systems to be used on the network to enable the customers to enjoy the broadband Internet access service speeds to which they subscribe. For customers who prefer to purchase their own modem, Breezeline requests modems and gateways to have DOCSIS 3.1 specifications.

Latency is another measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Some applications are particularly sensitive to latency, such as some high-definition multiplayer online games. 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 Internet connected device and the ultimate Internet destination (as well as the number, variety, and quality 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.

Below is information regarding the typical speeds of our Internet service offerings based on internal testing to the cable modem gateway which occurred between 1/15/2024 and 3/29/2024. This table may include service tiers that are not available in all markets.

Offer Name	Advertised Speeds	Typical Median Download Speed (Mbps)	Typical Median Upload Speed (Mbps)	Typical Median Latency (ms)
RESIDENTIAL				
Internet Assist	50 x 10 Mbps	51	11	6
Internet Assist*	50 x 10 Mbps	51	11	4
Core	100 x 10 Mbps	103	11	15
Fast	200 x 20 Mbps	208	21	15
SuperFast	250 x 20 Mbps	253	22	16
UltraFast	500 x 50 Mbps	514	54	18
GigaFast	1000 x 50 Mbps	947	54	16
Fiber Core*	100 x 100 Mbps	103	107	3
Fiber Fast*	200 x 200 Mbps	206	217	1
Fiber UltraFast*	500 x 500 Mbps	513	544	1
Fiber GigaFast*	1000 x 600 Mbps	948	648	1
Fiber GigaFast*	1000 x 1000 Mbps	947	946	1
Select Fast	300 x 25 Mbps	308	27	15
Select UltraFast	600 x 50 Mbps	614	54	16
Select GigaFast	1000 x 50 Mbps	948	54	16
Select FiberFast*	300 x 300 Mbps	309	322	4
Select Fiber UltraFast*	600 x 600 Mbps	613	644	4
BUSINESS				
Business Essential	100 x 20 Mbps	103	21	16
Business Plus	300 x 30 Mbps	309	32	17
Business Premium	600 x 30 Mbps	609	32	15
Business Premium	600 x 40 Mbps	616	44	19
Business Gig	1000 x 50 Mbps	947	54	17
Business Fiber Essential*	100 x 100 Mbps	103	107	1
Business Fiber Plus*	300 x 300 Mbps	308	325	1
Business Fiber Premium*	600 x 600 Mbps	613	648	1
Business Fiber Gig*	1000 x 600 Mbps	947	648	1
Business Fiber Gig*	1000 x 1000 Mbps	948	946	1

* Based on measurements conducted for Breezeline's dedicated fiber service.

Breezeline provisions 1,000 Mbps download speeds to residential customers on both its coaxial and dedicated fiber service network. Please note, due to technological limitations related to the capabilities of 1 Gigabit Ethernet ports in some Internet connected devices (such as routers, wireless routers/APs, laptops/PCs), individual devices may experience download speeds lower than 1,000 Mbps. Consequently, due to this Ethernet overhead, actual download speeds to a device for our 1,000 Mbps service are limited to 940 Mbps over a hardwired connection, unless you have an Ethernet port rated for multi-Gbps speeds.

You can also test the speeds yourself. Breezeline provides its customers with a performance speed test to ensure the quality of our service delivery. This industry standard test is installed on the Breezeline network and is available at any time without charge at https://www.breezeline.com/internet/test-your-speed. These tests are heavily dependent on many of the factors described above, however, and therefore do not necessarily reflect the performance of the Breezeline network alone.

Customer Information Privacy and Security

Breezeline offers computer network security tools for its customers at https://myaccount.breezeline.com/. Breezeline also maintains the privacy and security of all customer network traffic as described above and in accordance with the Breezeline privacy policy available online at www.breezeline.com/policies-agreements.

Additional Information

For more information or to file a complaint about Breezeline's network management practices please contact the company at 888-536-9600.

If any information found within our policies and agreements located on www.breezeline.com/policies-agreements are inconsistent with this network management disclosure, this disclosure controls.