

LS Networks COMMITMENT TO THE OPEN INTERNET

LightSpeed Networks, Inc. (LS Networks) uses reasonable network management practices to ensure our customers' access to the open Internet in accordance with the Federal Communications Commission's (FCC) Restoring Internet Freedom Order effective June 11, 2018. The FCC's Open Internet Rules guarantee consumers' right to use the Internet free from blocking, throttling, and paid prioritization. LS Networks' Network Management Policy summarizes the administrative measures taken by our company to comply with all applicable regulation and to provide our customers with the best service possible.

LS Networks will never block, throttle, or use paid prioritization to prevent or interfere with competition among content, applications, service, or device providers.

- **No Blocking:** LS Networks will not block access to legal content, applications, services, or non-harmful devices.
- **No Throttling:** LS Networks will not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.
- **No Paid Prioritization or Affiliated Prioritization:** LS Networks does not favor some lawful Internet traffic over other lawful Internet traffic for consideration of any kind, including the prioritization of content and services from our affiliates.

TRANSPARENCY

LS Networks will post public information on its website (www.LSNetworks.net) regarding our network management practices, network performance, and commercial terms of service sufficient for consumers to make an informed choice about their use of such services.

DISCRIMINATION

LS Networks shall not discriminate in transmitting lawful network traffic over a consumer's Internet access service.

Application-Specific Behavior

Application specific traffic is only throttled in the event of a malicious attack on LS Networks or its customers network. Broadcast and unknown traffic types are automatically throttled to 1Mbps and Multicast traffic to 2.5Mbps because of their association with malicious attacks. Customers can request LS Networks remove these practices from their services at no additional charge.

Device Attachment Rules

LS Networks does not support devices connected to the network for the purpose of any activity without prior approval and individual device vetting due to the risk of malicious activity such as, SPAM, DDoS participation, DMCA violations and other activities normally deemed harmful to the health of the internet.

NETWORK SECURITY AND CONGESTION MANAGEMENT

LS Networks uses generally accepted technical measures to provide satisfactory service levels to all of our customers and to protect the integrity and reliability of our network. Our protection methods include application-neutral bandwidth allocation as well as measures to address service attacks, illegal content, and other harmful activities that could compromise our network. A complete copy of this security management policy can be provided upon customer request.

LS Networks provides many services including video, voice, private Ethernet services, and Internet. Due to the inherent nature of Internet traffic patterns and its exposure to widespread abuse, this traffic is prioritized below other services across LS Networks infrastructure. Non-Broadband traffic may traverse the same route, however, capacity planning is used to avoid situations of congestion during network events. Although great care is taken, periods of congestion may occur during specific failure events with the network. While the network is operating within its normal capacity, current link speeds are sufficient for general usage across all services.

Congestion caused by malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending equipment.

Congestion due to malice will be remedied using all techniques available, including protocol-aware filtering and rate-limiting, to control and limit the offending source. LS Networks may seek criminal charges against those who inflict network malice. LS Networks may also attempt to recover costs incurred from network malice.

It is not acceptable to use LS Networks' network for any purpose that violates local, state, or federal laws, to transmit communications that may be highly offensive or damaging to any recipients, or to use our services in an unintended manner. Please refer to our Acceptable Use Policy for more information on the appropriate enjoyment of LS Networks' website and network.

Revised and effective as of April 11, 2019.

