Open Internet Principles of Communication Specialists Company of Wilmington, LLC

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC’s rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC’s rules focus on four primary issues:

- Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

Network Practices

ISPs must disclose their network practices, specifically in the four general areas listed below. ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider’s voice or video telephony services, subject to reasonable network management. ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer’s broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination. The FCC’s rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

Congestion Management:

Communication Specialists Company of Wilmington, LLC (“Comspeco.net”) manages congestion on a network-wide basis. If we are experiencing severe congestion, such as what occurs during a “Denial of Service” attack, or any other malicious external
attack attempting to overload or compromise our network, we reserve the right to limit or block access entirely between our network and the attacker’s network, or only the malicious portion of the attacker’s network if possible.

Comspeco.net does not manage network congestion by capping an individual customer’s usage, reducing the speed of an individual customer’s service once a certain amount of usage is exceeded, or other similar strategies.

We do not employ any usage-based limits on our network.

**Application-Specific Behavior:**
Comspeco.net does not block or inhibit certain applications or classes of applications sourced from or destined to the public Internet. We will prioritize VoIP and Web Surfing on top of file downloads or uploads, streaming traffic, and peer-to-peer traffic only when our network is at capacity.

**Device Attachment Rules:**
Comspeco.net permits its customers to attach any device to its network, so long as the device’s usage does not harm our network or otherwise violate our acceptable use policy that can be found at [http://www.comspeco.net/internet-services/policy.html](http://www.comspeco.net/internet-services/policy.html)

**Security:**
Comspeco.net blocks potentially harmful layer 2 broadcast traffic between subscribers. If Comspeco.net notices harmful traffic that originated or is destined anywhere within our subscriber network, Comspeco.net reserves the right to use appropriate firewall policies to block malicious traffic.

Comspeco.net may offer suggestions or offer technical support to our customers who may be suffering from viruses, netbots, trojans, or any other malware. If we are unable to contact a customer, or have concern that a subscriber is affecting performance of our infrastructure or other subscribers, we reserve the right to temporarily block Internet access until our network engineers can verify the subscriber is in compliance with our terms of service. A copy of our terms of service can be downloaded from [http://www.comspeco.net/internet-services/wireless-internet.html](http://www.comspeco.net/internet-services/wireless-internet.html).

**Performance Characteristics**
ISPs must disclose the following network performance characteristics:

**Service Description:**
Comspeco.net offers broadband Internet access over various technologies throughout its footprint. These technologies include wireless point-to-point and point-to-multipoint services, ADSL, Ethernet, and dial-up modem services. The availability of these specific technologies varies by market.

Our broadband Internet access speeds vary by customer location. Comspeco.net strives to provision a customer’s connection up to the maximum advertised speed, but actual speed experienced by the customer will vary based on multiple factors, such as the condition of wiring inside a specific location or the electromagnetic interference on the customer’s line; general Internet backbone configurations and computer configuration; network or Internet congestion; and the server speeds of websites accessed. These
variables can cause broadband Internet access service to perform at less than maximum advertised speeds.

The latency on the Comspeco.net network for our wireless customers, which is a measure of the time it takes for data to travel to a point on the Internet and back again, was an average of 38 milliseconds over a full 24-hour period and 41 milliseconds during peak periods. We are providing these FCC test results for informational purposes only. We do not adopt the findings of, or the testing methodologies employed by the FCC program; make any warranties or representations as to the accuracy or completeness of this information; or guarantee that the speeds actually experienced by customers will match the percentages reported in the program at any given time.

Comspeco.net strives to ensure all of our wireless and Ethernet customers have connections that are suitable for real-time applications, such as VoIP.

**Impact of Specialized Services:**
Comspeco.net may offer in the future VoIP services to their customers. These services will be carried over the same connection that provides broadband Internet access service. These special services may utilize broadband Internet access service capacity to which they subscribe that is otherwise available when voice services are not in use. Details regarding this sharing of capacity between voice and broadband Internet access service will be disclosed to these customers at the point of sale.

**Commercial Terms**
ISPs must disclose the commercial terms of its broadband Internet access service including those listed below.

**Pricing:**
Comspeco.net’s pricing and early termination policies for Internet services are available online at [http://www.comspeco.net/internet-services/pricing.html](http://www.comspeco.net/internet-services/pricing.html)

**Privacy Policies:**
Comspeco.net monitors traffic flows between points within its network and between its network and locations on the Internet for purposes of reasonable network management. Comspeco.net does not store the content of individual customers’ traffic. The Comspeco.net Privacy Policy (which can be found at [http://www.comspeco.net/internet-services/privacy.html](http://www.comspeco.net/internet-services/privacy.html)) provides further details on how Comspeco.net protects its customers’ Personally Identifiable Information ("PII") from inappropriate use.

**Redress Options:**
Customers with questions or experiencing broadband Internet access service problems may contact Comspeco.net’s Internet customer support at 910-791-9773. Internet edge providers may email complaints, questions, security concerns, and reports of Internet abuse to abuse@comspeco.net.
**FCC Notice**

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: [http://esupport.fcc.gov/complaints.htm](http://esupport.fcc.gov/complaints.htm). Customers may also file a formal complaint at the FCC using Part 76 of the Commission’s rules. Comspeco.net reserves the right to update this Broadband Network Statement and will do so as circumstances warrant.

**Additional Disclaimers**

The Open Internet Rules, as adopted, and these Open Internet Principles 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 the company, rights holders, and end users. Furthermore, the FCC’s Open Internet Rules, as adopted, and this company’s Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Acceptable Use Policy.