FCC Network Management Disclosure

Tel-Star Cablevision is committed to providing our Internet services as an open platform for innovation, job creation, economic growth, competition, and free expression. We do not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. The purpose of this disclosure is to make available information regarding our network management practices and the performance of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with the Rules of the Federal Communications Commission (FCC). This summary disclosure is provided for your convenience and does not replace or alter the legal terms and conditions of service.

Complaints and Questions

If you have any questions or concerns about your Internet services, please contact us at 888-842-0258

Service Options

Our current Internet services for each of our areas are described at http://www.telstar-online.net . Please note that these services are described as offering "up to" certain speeds. While we engineer our network to achieve the speeds for each of the service tiers we offer, we cannot guarantee that customers will always experience those speeds. Speeds can vary depending on variables including the following:

1. Performance of your computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses.

2. Type of connection between your computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Customers are responsible for determining whether particular wireless devices or other customer equipment are suitable for use with their Internet services.

3. The distance packets travel (round trip time of packets) between your computer 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.

4. Congestion. 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. Congestion can also occur when our customers served by the same facilities simultaneously request high volumes of data, such as peak usage hours during the evening.

5. 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.

6. The performance of the modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

Actual speed and latency may vary depending upon these and other factors. We generally expect that absent the factors described above, actual performance of our services will be within 80% of the maximum advertised speed. The FCC has reported that customers of coaxial cable-based broadband Internet services experience an average latency of 28 milliseconds, and receive mean download speeds that are within 93% of maximum advertised speeds during non-peak hours and mean download speeds of 85.7% of maximum advertised speeds during peak hours of 7 pm to 11 pm. Additional information about this FCC report is available at http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S._-_Main_Report_Full.pdf.

Your use of our telephone services does not materially affect your Internet performance. If we deliver other Internet Protocol based services or any specialized or managed services in the future that would likely affect your Internet services, we will provide additional information as appropriate.

Customers may test service speeds using commercial speed tests available online, such as

http://www.broadband.gov/qualitytest/about . However, speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. While we do not believe these third party tests reliably measure the speed of your service, if you are consistently testing substantially below your package speed, please contact us for assistance.

 Network Management

We engage in network management practices in order to provide quality Internet access service including during periods of high demand, and to protect us and our customers from harmful content such as malware, spam, and viruses. Our telephone service traffic is prioritized to ensure voice quality and phone functionality. At this time, we do not engage in any other congestion management that reduces the capacity available to particular services or customers. We attempt to block commonly known malware and malicious ports and protocols for the protection of our customers. In rare cases we may take other corrective action after providing notice to a customer who has repeatedly been identified as a heavy user or who has violated the terms of service. Except as specifically described above, at this time we do not target specific types of traffic based on their technology or their provider, modify protocol fields in ways not prescribed by the protocol standard, inhibit or favor certain applications or classes of applications, or block or manage any specific protocols or protocol ports.

 Equipment

You may rent modems from us, or obtain from a third party a DOCSIS compatible modem. Residential customers may not connect any type of server to their service unless they purchase static IP service.