

Tel-Star Communications, Inc.

Broadband Internet Access Services

Network Management Practices, Performance Characteristics, and Commercial Terms and Conditions for Fixed Services

Tel-Star Communications, Inc., (“the Company”) has adopted the following network management practices, performance characteristics, and commercial terms and conditions for its broadband Internet access services in compliance with the Federal Communications Commission’s (“FCC’s) Open Internet Framework requirements (GN Docket No. 09-191 and WC Docket No. 07-52).

These practices, characteristics, terms and conditions are intended to help preserve the Internet as an open framework that enables consumer choice, freedom of expression, end-user control, competition, and freedom to innovate without permission, while permitting the Company to manage its network reasonably.

These practices, characteristics, terms and conditions are effective as of November 20, 2017.

The Company may add, delete, or modify certain practices, performance characteristics, terms and conditions from time to time at its discretion. It will provide clear written notice of these changes on this website, but will not notify customers, content providers, applications providers, service providers or device providers individually of such changes by bill inserts, e-mails, tweets, telephone calls or other direct communications unless specifically required to do so by federal or state authorities. The Company will provide as much advance notice as practicable of such changes. It will normally endeavor to furnish written notice on this website thirty (30) days before changes become effective but reserves the right to use a shorter notice period when regulatory, operational, technical or other circumstances warrant.

I. Network Management Practices

The Company manages its network with the goal of providing the best practicable broadband Internet experience to all its customers. Within the scope of its resources, it attempts to deploy and maintain adequate capacity and facilities within its own network, and to acquire enough middle mile capacity or facilities outside its service area to connect with the Internet. The Company and its staff use their best efforts to monitor, address and minimize (but do not guarantee that they can prevent) the effects of spam, viruses, security attacks, network congestion, and other phenomena that can degrade the service of affected customers.

A. Congestion Management Practices

Congestion is an Internet access service problem that can slow web browsing, downloading, streaming, and other activities of the customers during certain peak usage periods. Congestion may be caused by capacity limits and bottlenecks in a service provider’s own network, or by limitations in the capacity of the middle mile transport facilities and services that many rural service providers must purchase from unrelated entities to carry the traffic of their customers. If significant congestion problems arise in the future, the Company’s most desired approach is to determine the source of the problem, and to

increase the capacity of the affected portions of its network and/or of its middle mile routes where warranted.

B. Application-Specific Behavior Practices

The company only limits applications based on industry standard best practices to reduce vulnerability to malicious traffic or attacks. The Company does not normally monitor the contents of the traffic or applications of its customers. It undertakes no obligation to monitor or investigate the lawfulness of the applications used by its customers. If any party contacts the Company with a substantial allegation that an application being used by a customer is unlawful, the Company will investigate the matter (including consultation, as it deems appropriate, with attorneys, consultants, federal or state regulators, and/or federal, state or local law enforcement agencies), and will take appropriate actions to deal with the use of applications that are demonstrated to be unlawful.

The Company only blocks protocols or protocol ports based on industry standard security best practices.

The Company does not rate-control specific protocols or protocol ports.

The Company does not modify protocol fields in ways that are not prescribed by the applicable protocol standards.

C. Device Attachment Rules

The Company does not have any approval procedures that must be satisfied before a device can be connected to its network. Customers may use any lawful, compatible, type-accepted (if necessary) and commercially available device which they desire on the Company's network, if such device does not harm the network.

D. Security Practices

The Company does not normally monitor the traffic of its customers. It undertakes no obligation to monitor or protect such customer traffic from spam, viruses, denial-of-service attacks, or other malicious, unlawful or unwanted activities.

The Company recognizes that customers can purchase spam filtering and anti-virus software from commercial vendors to meet their needs.

Customers are free to obtain anti-spam and/or anti-virus software or services from any source they desire, if such software or services do not disrupt or degrade the traffic of other customers of the Company or harm the network.

A customer that is subjected to a denial-of-service attack, or similar malicious, unlawful or unwanted activity, is urged to notify the Company as soon as possible. The Company will work with the customer, other service providers, federal and state regulators, and/or law enforcement to determine the source of such activity, and to take appropriate, and technically and economically reasonable efforts to address the matter.

The Company does not guarantee that it can protect customers from any and/or all security breaches.

E. Traffic Blocking

The Company does not block any lawful content, applications, devices, and/or non-harmful devices.

The only potential exceptions where blocking may occur entail the unlawful or harmful circumstances set forth in Sections I.A through I.D above. The Company believes that all such circumstances constitute reasonable network management practices.

The Company does not knowingly and intentionally impair, degrade or delay the traffic on its network to render effectively unusable certain content, applications, services and/or non-harmful devices. However, the Company notes that congestion may from time to time impair, degrade, or delay some traffic.

II. Performance Characteristics

Our current Internet services for each of our areas are described at [Http://www.mytelstar.com](http://www.mytelstar.com). The Company offers different tiers of service at different prices, and changes these from time to time.

A. General Service Description

The company uses a hybrid fiber optic and coaxial network to provide (“Docsis”) broadband service.

The expected access speeds of the network range from 10 Mbps to 1000 Mbps depending on customer premise equipment and the service offering chosen by the subscriber. Actual access speeds and time delays (latency) can also be impacted by the length, capacity and congestion of middle mile transport facilities (between the Company’s service area and Internet nodes) as well as the characteristic of the Company’s own network.

The FCC found on there 8th report, published December 2018, that customers of fixed cable broadband services experience an average latency of 22 to 24 milliseconds, and receive download speeds that are at 110% of advertised speeds during non-peak hours and 107% of speeds advertised during peak hours of the day. Additional information on this study is available at <https://www.fcc.gov/reports-research/reports/measuring-broadband-america/measuring-fixed-broadband-eighth-report>

Customers may test service speeds using commercial speed tests available online, such as [Https://www.Speedtest.net](https://www.Speedtest.net). However, speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance.

B. Impact of Specialized Services

The company offers VoIP telephone service to its end users. This specialized service has little to no adverse effect to the last-mile capacity available for the Company’s broadband Internet access service.

III. Commercial Terms and Conditions

The commercial terms and conditions of the Company’s broadband Internet access services are contained in greater detail in the Internet Products and Internet Terms portions of this website. This section provides a brief overview or reference to terms and conditions detailed elsewhere, plus discussions of other terms and conditions required by the FCC.

A. Pricing Terms and Conditions

The Company offers different tiers and levels of service at different prices, and changes these from time to time. These service tiers and prices are detailed in the service offering portion of this website.

The Company does not impose usage-based fees upon certain tiers or levels of its service.

B. No Unreasonable Discrimination

The Company does not unreasonably discriminate in its transmission of traffic over the broadband Internet access services of its customers. It endeavors to give its customers as much choice and control as practicable among its different service offerings and among the content, application and service. When reasonable network management practices entail differential treatment of traffic, the Company does not discriminate among specific uses, or classes of uses, of its network.

The Company does not impair, degrade or delay VoIP applications or services that compete with its VoIP services.

The Company does not use or demand “pay-for-priority” or similar arrangements that directly or indirectly favor some traffic over other traffic. The Company does not prioritize its own content, application, services, or devices, or those of its affiliates.

C. Privacy Policies

As indicated above, the Company’s network management practices do not generally entail inspection of network traffic.

The Company retains and stores certain traffic information (such as the identity of the customer using a particular IP address during a specific period) for such time as data is useful for network administration or troubleshooting. Such data, as it is available, is made available to local, state, and Federal law enforcement agencies subject to lawfully presented subpoena or court order.

The Company retains, stores and provides to law enforcement any traffic information requested pursuant to the procedures of the Communications Assistance for Law Enforcement Act (“CALEA”), the Foreign Intelligence Surveillance Act (“FISA”) or other applicable national security or criminal statutes.

The Company does not collect, store or use traffic information to profile its customers in order to sell additional services to them, or for similar non-network management purposes.

The Company’s other privacy policies and procedures are listed under the Privacy link on the home page section of this website.

D. Redress Options

Questions and complaints regarding the foregoing matters should be addressed to the Company at 1-888-842-0258.

The Company strongly desires to resolve questions, complaints and other problems of its customers in an informal and direct manner that satisfies all interested parties to the greatest extent practicable.

Customers that are not able to obtain satisfaction from the Company have the option of invoking the FCC's informal and formal complaint procedures regarding Open Internet Framework disputes.