

NETWORK MANAGEMENT POLICY

Summit Broadband provides this Network Management Policy (“Policy”) in accordance with FCC’s requirements which seek that all internet providers (“ISPs”) disclose information about their network practices, performance characteristics and commercial terms of their broadband internet services. This Policy ensures that you have sufficient information about our network prior to selecting any of our broadband services.

REQUIRED PUBLIC DISCLOSURES:

1. Blocking

Summit Broadband does not block access to lawful content or otherwise prevent end user(s) access to lawful content, applications, service, or non-harmful devices.

2. Throttling

Summit Broadband does not throttle, degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

3. Affiliated Prioritization

Summit Broadband does not favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

4. Paid Prioritization

Summit Broadband does not engage in paid prioritization.

5. Congestion Management

Summit Broadband monitors its network on a continuous basis to determine utilization and reinforces with additional capacity in areas where growth identifies a need. If, and when, congestion emerges, Summit Broadband employs several measures to ensure a positive customer experience and relieve congestion.

6. Application Specific Behavior

Summit Broadband does not engage in any application specific behavior on its network, unless it is in connection with a security measure in accordance with the company’s terms of service. Summit Broadband’s customers have full access to all lawful content, services, applications and devices the broadband services have to offer.

7. Device Attachment Rules

Summit Broadband may recommend, and in many instances provide, for best customer experience wireless modems, routers or other gateway devices to be used in connection with their services. Notwithstanding the above, customers may attach devices of their selection, provided these do not affect the company’s network or clients.

8. Security

Summit Broadband employs practices to ensure end user security and security of the network, protecting the network from the distribution of viruses and spam emails, and the engaging of other malicious behavior. Please review Summit Broadband’s “Acceptable Use Policy” available on the company’s website at summit-broadband.com.

PERFORMANCE CHARACTERISTICS

1. Service Description

A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications.

High speed internet service is provided via multiple 100 gigabit, geographically diversified, fiber connections to Tier 1 and Tier 2 backbone providers. Latency to Summit Broadband backbone providers Latency is between 4ms and 9ms.

Active Fiber-To-The-Home/Premise technologies are utilized to deliver service to the end user premise (customer). Summit Broadband provisions the Optical Network equipment to account for approximately 5% of overhead on the customer's fiber in order to achieve the published speed with the exception of 1Gbps services or above. Under normal circumstances, a customer should expect to receive the speed of the service-tier purchased. Latency on Summit Broadband's network is less than 10 ms.

The actual or typical speed that a customer will experience while using the Summit Broadband services depends upon a variety of conditions, many of which are beyond the company's control, which includes but is not limited to (1) performance of customer's device; (2) type of connection between customer's device and the ONT; (3) congestion at the website or destination; (4) website restrictions on the speed a visitor can download information from their site; (5) others.

Latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate internet destination (as well as the number and variety 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.

2. Impact of Non-Broadband Internet Access Service Data Services

Summit Broadband does not offer any non-broadband services.

COMMERCIAL TERMS

1. Price

Information as to Summit Broadband's internet offers can be found at the website: summit-broadband.com.

2. Privacy Policies

Summit Broadband Privacy Policy can be found at <https://summit-broadband.com/privacy-terms/privacy-policy/>.

3. Redress Options

If you have any questions or concerns about Summit Broadband network, please visit Summit Broadband website at summit-broadband.com or contact customer service at 877.678.6648 or 877.244.0242.