

Understanding Your Internet Access Service

We are committed to providing our Internet services as an open platform for innovation, investment, 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 and commercial terms of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with Part 8 of the Rules of the Federal Communications Commission.

Resolving Complaints and Questions

If you have any questions or concerns about your Internet services, please contact us at (352) 854-0408.

Service Options and Performance

We currently offer the following monthly service options for Internet Services:

Internet speeds from 5 mbps to 90 mbps with prices starting at \$20.00.

In all of our markets, the above packages include the ability to download 40-250 gigabytes per month. Any unused portion of these allotments expire at the end of the month and do not entitle customer to any refund or additional usage for future periods. Any additional usage is charged at a rate of \$0.90 per gigabyte or portion thereof.

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 a customer’s 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 a customer’s computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Customers are responsible for determining whether wireless routers or other equipment are suitable for their services.
3. The distance packets travel (round trip time of packets) between a customer's 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 cable 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 approximate the wire line broadband Internet speed and latency levels reported by the FCC. 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 data is available at [http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S. - Main_Report_Full.pdf](http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S._Main_Report_Full.pdf).

Customers may test service speeds using commercial speed tests available online, such as <http://www.broadband.gov/qualitytest/about>. However, all 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.

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.

Email Services

We reserve the right to enforce limits on specific features of the Service including, without limitation, email storage and web hosting maximums. The following describe the current limitations of various offerings of the Cablevision of Marion County High Speed Internet service. The limitations set forth herein are approximate and may vary from time to time.

Feature	Maximum Limit
1. Email boxes	Five (5)
2. Size of mailboxes	25 megabytes per mailbox
3. Maximum message size ¹	10 megabytes
4. Dormant mailbox locked ²	90 days from the last time mail was checked
5. Dormant mailbox deleted ³	120 days from the last time mail was checked
6. Unread message retention ⁴	60 days

Network Management

We attempt to block commonly known malware and malicious ports and protocols. In rare cases we may take other corrective action after providing written notice to a customer who has violated the terms of service or who is using traffic in a manner that could harm us, our network, or the experience of other users. Our telephone service traffic is be prioritized to ensure voice quality and phone functionality. 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, block or manage any specific protocols or protocol ports, or engage in congestion management.

Commercial Terms of Service and Privacy Policies

Your use of the services constitutes an agreement to comply with our Acceptable Use Policy posted at http://lightningspeed.net/internet_acceptable_use.htm and the terms of service posted at http://lightningspeed.net/billing_procedures.htm and http://lightningspeed.net/nonpay_disconnects.htm. The service is also subject to the terms of any contract entered by the customer, which may include penalties for early termination of service. We do not store usage data, provide any information about customers' usage to any third party, reactivated through Member Services or engage in deep packet inspection or any other inspection of content or usage data for non-network purposes, except to the extent required by applicable law.

Equipment

You may purchase or lease modems from us, or obtain a compatible modem from a third party. Residential customers may not connect any type of server to their service.

¹ Maximum Message Size: This is the largest email you can send, including attachments and encoding. Not all ISPs may accept messages of this size. Email messages larger than the currently available amount of space in your email box may be returned to sender as undeliverable

² Dormant Mailbox Locked: When a secondary mailbox is not checked for new email by its owner for at least 90 days, it is considered dormant and will be locked. Messages sent to a dormant mailbox will be returned as undeliverable. Dormant Mailboxes in a locked state can be reactivated by checking them via POP-3 (like using Outlook Express) or Webmail.

³ Dormant Mailbox Deleted: When a secondary mailbox is not checked for new email by its owner for at least 120 days (30 days after it is locked), the mailbox is deleted. Messages remaining in the mailbox at that time will also be deleted. Messages sent to a dormant mailbox that has been deleted will be returned as undeliverable. Customer will retain the rights to the associated user name as long as they remain a customer and do not release the user name. Dormant Mailboxes that have been deleted may be reactivated through Member Services.

⁴ Unread Message Retention: Messages that remain in the Inbox on the server, marked as unread, for more than 60 days after receipt are subject to deletion without notice. A message may be retained indefinitely by downloading it with a mail client, or moving it to an alternative folder in Webmail.