

## **Understanding Your Internet Access Services**

The following information applies only to “mass market” Internet access services in accordance with Part 8 of the Rules of the Federal Communications Commission. These services include only residential, non-customized small business, and e-rate Internet access services. If you have any question whether the services you purchase or are considering purchasing from us are covered by this disclosure, please contact us.

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. 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. This document does not replace or alter your terms of service.

### **Resolving Complaints and Questions**

If you have any questions or concerns about your Internet services, please contact us at (770) 661-2000.

### **Service Speeds**

At this time, all of our Internet services are offered at speeds and prices individually tailored for each customer. If you are interested in obtaining new service, please contact us so that we may provide you with proposed offers to suit your needs. Please note that our services are described as offering “up to” certain speeds. We cannot guarantee that customers will always experience those speeds. The following variables (which are often out of our control) can affect actual speeds experienced by a customer:

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 wireline connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference, and congestion.
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 can 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 adversely affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. We serve each customer over dedicated links, so we typically do not experience congestion common to

shared networks that occurs when customers served by the same facilities simultaneously request high volumes of data, such as peak usage hours; however, some congestion is possible between our network and the Internet.

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.

At this time, we do not offer other services over your facilities that could materially affect your Internet performance.

Based upon our observations, we expect that you will typically be able to achieve approximately 90% or slightly more of your connection speed when testing against standard Internet speed test sites. The mean round-trip latency will typically be below 85 milliseconds.

Customers may test service speeds using commercial speed tests available online, such as <http://www.broadband.gov/qualitytest/about>. Additionally, GPW maintains a speed test server within our network that can help isolate performance issues from the Internet. Please note that all speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. If you are consistently testing substantially below your contracted speed, please contact us for assistance through our NOC at (888) 662-6324.

### **Commercial Terms of Service and Privacy Policies**

All services must be used in accordance with our acceptable use policies, which are posted at [http://gapublicweb.com/docs/acceptable\\_use\\_policy.pdf](http://gapublicweb.com/docs/acceptable_use_policy.pdf). Your contract establishes additional terms and conditions of service, which may include penalties for termination of service prior to the end of the term of your contract. If you are considering the purchase of new services, please contact us for our current offer. At this time, there are no limits other than the speed of service regarding the quantity of data that you transmit or receive, and no additional charges that apply based on usage beyond what is described in your individual contract. We do not store usage data, provide any information about customers' usage to any third party, 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.

### **Network Management**

In order to protect customers and our network, we block the following ports that are known to present risks to security: TCP ports 135 and 445 and UDP ports 137 – 139 and 1434. We reserve the right to take other corrective actions after providing written notice to a customer who has violated the terms of service or is engaging in practices that could harm the network or other customers' utilization of our services. Otherwise, we do not engage in any network management practices, 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**

At this time, we do not restrict you from using any equipment that is compatible with and not harmful to our network.