



Open Internet Disclosure for Wireline and Resold Satellite Network Services

The following policies apply to mass market broadband Internet services offered by Astrea.

It is Astrea's policy to provide robust and reliable access to the Internet for all of its mass market end user customers. Because network resources are shared by all users, Astrea discloses and identifies the following policies govern its mass market Internet service. These policies are designed to:

- ensure that shared network resources are allocated fairly among all users;
- allow users and prospective users to understand service policies and any significant limitations on the service; and
- provide a foundation that assures customers that they can rely on consistently receiving the level and quality of service to which they subscribe.

Astrea does not block access to, nor discriminate against, any lawful website or Internet application.

Customers are encouraged to familiarize themselves with the following policies which are deemed part of their Service Agreement. By using Astrea's Internet service, the customer accepts, agrees to be bound by and to strictly adhere to, these policies. The customer also agrees to be responsible for compliance with these policies by third parties, such as friends, family members or guests that make use of the customer's service accounts or equipment to access the network for any purpose, with or without the permission of the customer.

A full list of Astrea Terms of Service are available at <http://astreaconnect.com/legal>.

- I. INTERNET ACCEPTABLE USE POLICIES ("AUP") for Internet services are available at: <http://Astreaconnect.com/legal> for services it originates, and Acceptable Use Policy for the satellite Internet services it offers on a resold basis.

- II. NETWORK MANAGEMENT; RELATED DEVICE AND PRIVACY POLICIES

Device Attachment Rules. With respect to Astrea's wireline location broadband services, users may generally attach the devices of their choice and run the applications of their choice, subject to the limitations of the terms of their service agreement and AUP. Astrea is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users. All users are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the Actions of such third parties that gain unauthorized access to the network through unsecured end user equipment

Privacy Policy. Astrea collects personally identifiable information in order to provide wireline broadband service, and to bill for this service. Astrea does not collect any personally-identifiable information concerning the customer's visited websites, application usage or other Internet activity, in the normal course of business. A separate Subscriber Privacy Policy is available for resold Satellite internet service offerings.

Astrea's network management practices does 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 time periods required by federal or state law. Astrea 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.

Astrea 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.

A separate Network Management Policy is available for the resold satellite internet services offered by the company. Astrea has no ability to control these policies and makes no representations to that effect.

III. COMMERCIAL TERMS

Pricing. Please see <http://astreaconnect.com>. Resold satellite services the company offers are described at <http://Astreaconnect.com/viasat>. These plans and pricing are subject to change without notice, and do not include special assemblies that may be necessary to meet unique customer situations.

Redress Options. All end users and edge providers that have questions or complaints regarding broadband service should contact the Astrea business office at 800-236-8434 or <http://Astreaconnect.com/support>. ("Edge Provider" refers to any content, application, service, and device provider, which generally operates at the edge rather than the core of the network.) If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

IV. ISP DISCLOSURE

The Federal Communications Commission (FCC) issued rules requiring ISPs to disclose network management practices, performance, and commercial terms of their broadband Internet access services. Astrea's disclosure includes information required by paragraphs 218-223 of the Restoring Internet Freedom Order.

The following apply to the landline internet services originated by and offered by Astrea:

No blocking. Astrea does not block lawful, non-harmful content, applications, services, or devices.

Throttling. Astrea does not degrade or impair access to lawful, non-harmful Internet traffic on the basis of content, application, service, user, or use of a device.

Affiliated Prioritization. Astrea does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

Paid Prioritization. Astrea does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Congestion Management. Astrea utilizes a redundant network architecture (where applicable) that is designed to provide users with true broadband speeds and reliability, even during times of peak demand. The network has been constructed to meet projected traffic demands and is fully scalable to allow for capacity to be added to meet customer needs and to support newly developing and increasingly sophisticated applications well into the future. However, congestion can occur on any IP network, and, when it does, packets can be delayed or dropped, leading to service degradation and delays. Because core network resources are shared by all end users, Astrea has implemented a traffic management policy that is designed to ensure that all users are able to utilize their fair share of network resources during periods of high demand.

Astrea has not currently implemented any network congestion management practices related to its customers' internet bandwidth use. However, Astrea reserves the right to implement such practices in order to deliver the best possible Internet service to its customers and to be able to otherwise reasonably manage its network. In the event that such network management practices are implemented, Astrea will update this Disclosure Statement.

Application-Specific Behavior. Prioritization of packets can be used for other purposes as well, such as to ensure the reliability of applications that demand real time or near real time communications such as public safety communications and, in the context of mobile data services, E-911 communications. Generally, provisioned data speeds for Astrea's mass market services are sufficient to support such applications as Voice over IP (VoIP), gaming, web surfing, or most streaming video. However, because Astrea's residential, mass market broadband service generally does not prioritize such traffic; it is possible that certain applications requiring real time communications may perform at less than optimal levels, especially during periods of peak network demand. Astrea operates secure data networks protected by industry standard firewall and password protection systems. Our security and privacy policies are periodically reviewed and enhanced as necessary and only authorized individuals have access to the

information provided by our customers. In addition, Astrea may identify spam and prevent its delivery to customer email accounts, detect malicious Internet traffic and prevent the distribution of viruses or other harmful code or content and use other tools and techniques that may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers

Specialized Services – Astrea currently does not provide any services that impact its Internet access service in terms of bandwidth or service quality. If, at some point in the future Astrea begins providing such services, an update to this Disclosure Statement will be posted.

Security. We employ remote administration address filtering & Network Address Translation on most Astrea-owned Customer premise equipment to offer at least a minimal layer of security from hacking. Some port filtering may be used in response to potentially malicious behavior or activity. No other end-user security measures are taken and all security related measures are the responsibility of the end-user. Public IP addresses may be requested and users of such are responsible for all anti-hacking security.

Performance Characteristics. Astrea provides residential and commercial mass market customers with a choice of data plans to meet their needs. Astrea's Internet speeds were calculated based upon speed tests conducted to speed test servers on the Astrea network. Astrea states clearly to prospective customers of resold satellite-based internet services that the control of certain parameters of these services are controlled by the providers, and not by Astrea. These are clearly spelled out in the applicable Acceptable Use Policy , Bandwidth Usage Policy , Network Management Policy, Subscriber Privacy Policy, and when applicable, Unlimited Data Policy.

Broadband Services are provided using multiple access mediums.

- On DSL and/or cable modem broadband connections, observed speeds are dependent on packages taken by customer. Latencies of 75ms or less can be expected and achieved speeds at more than 80% of advertised speed.
- On Fiber Optic broadband connections, observed speeds are dependent on packages taken by customer. Latencies of 50ms or less can be expected and achieved speeds at more than 90% of advertised speed.
- On resold satellite-originated broadband connections, subscribers should rely on the provider's own policies, as described and listed above.

Internet speeds within the Astrea network may be measured by performing speed tests at the following URL: <https://www.speedtest.net/>. Astrea has additional tools at its disposal for internal measurement and testing of speed, latency and packet disposition.

While Astrea provisions its network and equipment to ensure that its customers can enjoy the speeds to which they subscribe, Internet speeds generally result from a “best effort” service and are dependent on a number of variables, many of which are outside the control of an Internet Service Provider. Due to these variables, Astrea is not responsible for Internet speeds beyond its own network. Such variables include: the age and processing capability of the user’s terminal device or computer; the number of applications running simultaneously; the presence of viruses or malware; whether the terminal equipment is connected to the network by wire or by wireless; the distance the data packets must travel between the user and the website; the presence of congestion on and technical configuration of any intervening networks; any gating or congestion management schemes employed by websites to limit download or upload speeds in cases where multiple users are served simultaneously. Astrea does not guarantee that a customer will achieve the speeds set forth above at all times. Rather, the foregoing data speeds represent the best information available to Astrea of the typical speeds a customer can expect to experience under normal operating conditions.

Speed tests that allow customers to test the upload, download and latency performance of their broadband data services are available free of charge from a number of sources. Generally, these tests are influenced by the same variables that affect Internet speed set forth above. Accordingly, the speed results would not be expected to match a test of Astrea’s network conducted under laboratory conditions. Please note, however, that all speed tests use different methodologies to calculate Internet connection speed so each of the tests would be expected to yield different results. Accordingly, each of these tests should be viewed as a helpful guide rather than as a definitive measurement of performance.

Impact of Non-broadband Internet Access Specialized Services. Astrea offers an Internet ProtocolVoice service to some customers with Astrea service. Due to the product’s sensitivity to latency, customers may receive quality of service treatment on the network where it is available. This treatment of VoIP traffic should have no material impact on capacity or bandwidth availability for Broadband Internet Access.

Customers purchasing these voice services may experience a higher quality of service through improved latency for upstream voice packets carried over the Internet network. This higher quality of service is enabled through Type of Service and Differentiated Service capabilities at the customer modem and in limited network equipment deployed across the Astrea high speed Internet network. The setting established at the modem may be modified by our customers.

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