Choptank Fiber, LLC's High-Speed Internet Network Management Practices

Pursuant to the Federal Communications Commission's Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Choptank Fiber, LLC ("Choptank Fiber") provides this statement regarding the high-speed Internet services provided by Choptank Fiber, its network management practices, and service performance, so that our current customers, prospective customers, third-party content providers and other interested parties may make informed choices regarding the broadband Internet access services we offer.

Choptank Fiber's Internet Access Services

Choptank Fiber offers several broadband Internet access service options that provide the capability of connecting to the Internet. Such services are provided over Choptank Fiber's fiber optic network. Customers have the ability to choose from different speed levels to best meet their needs. To help determine which level of service is most suitable based on users' particular needs, preferences, and budgets, visit: [website] for current product descriptions and pricing. The terms and conditions applicable to Choptank Fiber's Internet access services are contained in the applicable Application for Service. Choptank Fiber's Acceptable Use Policy can be found at [website].

Network Management

Choptank Fiber does not discriminate against lawful Internet content, applications, services, or non-harmful devices. Choptank Fiber uses the following measures to further its commitment to providing optimal Internet service to customer, subject to reasonable network management practices:

➢ No Blocking. Choptank Fiber does not block or otherwise prevent access to legal content, applications, services, or non-harmful devices.
➢ No Throttling. Choptank Fiber does not impair or degrade lawful internet traffic on the basis of content, applications, services, or non-harmful devices.
➢ No Paid Prioritization. Choptank Fiber does not directly or indirectly favor some lawful internet traffic over other lawful internet traffic in exchange for consideration of any kind, monetary or otherwise.

Choptank Fiber manages its High-Speed Internet Network to deliver the best possible broadband Internet experience to all its customers. Choptank Fiber uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy. Without effective network management, customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks or degradations of the service. Network management activities may include detecting malicious Internet traffic, preventing the distribution of viruses or other harmful code or content, and using other tools and techniques that Choptank Fiber may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

Choptank Fiber has not established a monthly data usage cap for its customers. We do monitor usage, however, and we regularly review accounts with uncommonly high usage relative to all other accounts to ensure that such accounts have not been subjected to cloning, unauthorized access, other security breach, business use or unlawful activity. As part of our review, we may contact account holders to inquire about usage and may take or require actions to correct problems such as security, class of use, or unlawful activity.

Content Access

Choptank Fiber provides its customers with full access to all lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Choptank Fiber uses industry standard tools and generally accepted best practices and policies to help meet this customer commitment. In cases where these tools and policies identify

certain online content as harmful and unwanted, such as spam or phishing websites, this content is usually prevented from reaching customers. Choptank Fiber may limit the number of log-in, SMTP, DNS, and DHCP transactions per second (at levels far above "normal" rates) that customers can send to Choptank Fiber's servers in order to protect them against Denial of Service (DoS) attacks. The exact rate limits are not disclosed in order to maintain the effectiveness of these measures.

Network Traffic

Choptank Fiber does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current network management practice. Choptank Fiber also does not prioritize any type of network traffic in a preferential manner. To protect its customers, Choptank Fiber may block a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal customer information.

Limitations on Devices that Can Be Attached

For residential Internet service, Choptank Fiber provides all network connection equipment (ONT) and firewall and WiFi equipment. Choptank Fiber does not allow residential customers to use their own gateway/edge equipment.

Performance Standards

Choptank Fiber provisions its network equipment and engineers its network to maximize customers' ability to receive the maximum speed levels for each tier of service. Choptank Fiber, however, does not guarantee that a customer will achieve those speeds at all times. Choptank Fiber advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The actual speed a customer experiences may vary based on a number of factors and conditions, many of which are beyond the control of Choptank Fiber. These conditions include:

> Device performance. The performance of a customer's Internet-connected device, including its age, memory, processing capability, operating system, the number of users in a household at a particular moment and the number of applications running simultaneously impacts the speed and performance of your Internet service. The presence of any malware or viruses also affects the Internet-connected device's ability to communicate with the Internet. Often, increasing the amount of memory (RAM) in the Internet-connected device can have a positive effect on how quickly the device can communicate with the Internet. Running the most up-to-date operating system the Internet-connected device can handle (with all available patches installed) will maximize connection speeds.

> Distance. The distance packets travel (round trip time of packets) between a customer's Internet-connected device 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.

> Congestion or high usage levels at the website or destination. If many visitors are accessing a site or particular destination at the same time, a customer's connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.

> 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.

Latency is another measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend on an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Some applications are particularly sensitive to latency, such as some high-definition

multiplier online games. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's Internet-connected device and the ultimate Internet destination (as well as the number, variety, and quality of networks that packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Customer Information Privacy and Security
Choptank Fiber maintains the privacy and security of all customer network traffic as described above and in accordance with the Choptank Fiber Customer Privacy Policy available on the Choptank Fiber website.

Additional Information
For more information or to file a complaint about Choptank Fiber's network management practices please contact Legal@choptankfiber.com. If any information found within our policies and agreements located on the Choptank Fiber website are inconsistent with this disclosure, this disclosure controls.