



OPEN INTERNET DISCLOSURE STATEMENT

C Spire provides broadband Internet access services to customers in Alabama. Our broadband Internet service is provided over the C Spire’s cable television networks which deliver video, voice and broadband Internet services to our customers. We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression.

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 service in accordance with the Federal Communications Commission’s “Open Internet” regulations.

C Spire does not block or throttle any lawful content, applications, services, ports, 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. This document is intended to be informational and does not replace or alter the legal terms and conditions of service, which are posted at:

<http://support.cspire.com>.

Your Internet Service Speeds

C Spire’s broadband Internet services are available at different upload and download speeds and price points depending on the uses that the customer wants to make of the broadband connection (e.g. e-mail, web browsing, video and audio streaming, gaming, or downloading large files). The specific levels of Internet service that are available are identified here <https://www.cspire.com>, where customers can also obtain information about the typical applications that are suitable for each service tier.

While C Spire engineers its network to achieve speeds “up to” the advertised speed for each of the service levels offered, we cannot guarantee that individual customers will always experience those speeds. The following variables (which are often out of C Spire’s control) can affect the 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 and viruses.
2. **Type of connection between a customer's computer, router and/or modem**. For example, wireless connections may be slower than direct connections into a router or modem based on coaxial or Gigabit Passive Optical Network (“GPON”) applications. Wireless connections also may be subject to greater fluctuations, interference and congestion. C Spire does not recommend wireless modem connections for use with its higher speed tiers as many wireless connections do not perform at the speeds delivered by these tiers.

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. The Internet is a "network of networks." A customer's connection may cross 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 or high usage levels.** 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 visitors efficiently. Our customers' frequent or prolonged use of Internet service can affect network performance and may sometimes result in periods of congestion within our network.
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 visitors can download material from their sites. Those limitations will carry through to a customer's connection.
6. **The performance of the modem or router you have installed.** Modem and router performance may degrade over time, and certain devices are not capable of handling higher speeds. Please visit the manufacturer's website for information about your performance specifications.

In addition to the variables described above, your Internet speed will depend on the service level to which you subscribe and type of router on your home network.

C Spire performed internal speed tests from a number of points within our cable network, and employed a representative sample of users of the service to perform test functions using internal and external servers which measure speed and latency. Performance data was collected during the "busy hour" (7 pm to 11 pm, Monday through Friday) for each of the Internet service levels offered to end user customers. Our tests measured broadband performance on a sample of our system and the results below may not reflect the performance levels to be expected by any individual customer served by any particular C Spire system. Results of the network testing and performance characteristics are provided in section *Network Testing and Performance Characteristics*. C Spire will continue to engage in periodic ongoing testing as necessary and will update these results as appropriate.

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

Network Testing and Performance Characteristics¹

For the purpose of this publication, network testing and performance characteristics results noted in *Figure 1* are based on previous testing. Some previously offered Internet packages are no longer available to the end user for subscription. Testing is currently being conducted on new packages outlined in *Figure 2*. All internet packages are provisioned at a higher rate than advertised to account

¹ The FCC has reported on the average mean upload, download and latency speeds as measured during the "busy hour" based on tests performed by a number of Internet service providers which is accessible at <http://www.fcc.gov/measuring-broadband-america/methodology#methodology>.

for overhead. For example, Diamond 50 Mbps package is provisioned at 51 Mbps. Customers may test the speeds that they are receiving on C Spire’s network at <https://www.cspire.com>.

Figure 1

Service Level (Mbps)	Silver 4/1	Gold 15/1	Platinum 20/2
Mean Download Speed	4	15.75	20.58
Mean Upload Speed	1	1	1.67
Mean Latency (in milliseconds) ²	11	11.75	15

Figure 2

Service Level (Mbps)	Platinum 25/4	Diamond 50/4	Mach 100/100	Mach 500/100	Mach 1000/100
Mean Download Speed	26	50.75	111	553.50	946.75
Mean Upload Speed	4	4	112.25	112.25	112
Mean Latency (in milliseconds)	11.50	12	3.25	3	4

Voice and video are given priority using industry standard QOS configuration. This should not affect Internet service due to the capacity of the network. Your use of our Digital Phone service has no discernible impact on your Internet service performance. C Spire uses Non-BIAS Services such as VoIP and IP Video.

Commercial Terms of Internet Service

C Spire has multiple levels of Internet service available and the price of each service level is set forth here <https://www.cspire.com>. As set forth in our Internet Acceptable Use Policy <https://support.cspire.com>, C Spire may utilize monthly bandwidth usage thresholds associated with its different service levels. C Spire may, in its sole discretion, suspend or terminate your Internet service or request that you upgrade your service level, or subscribe to a version of C Spire commercial grade service. On occasion, C Spire offers promotions and discounts to its Internet service customers which are often conditioned on the retention of service for specified minimum time periods. Customers that commit to service under the terms of these promotional or discount offers may be subject to early termination fees if they violate the offer terms.

C Spire also offers network services in addition to those specified above and more detailed information on price, terms and conditions of those services can be found here <https://www.cspire.com>.

² Latency is the time delay in transmitting or receiving packets on a network and is mainly affected by distance between transmission points, although other variables may be relevant.

Internet Privacy Policies

C Spire values the privacy of our Internet service customers and follows procedures to ensure that information we collect is reasonably protected. We do not employ network management practices that entail the inspection of network traffic, and we do not store (or provide to third parties) traffic information for non-network management purposes. Additional details concerning the types of information collected by C Spire, how the information is used and your privacy rights can be found here <https://support.cspire.com>.

Network Management

In order to ensure that our customers receive high quality Internet service, C Spire uses various practices to manage our network. These practices help to ensure that our customers have access to sufficient broadband capacity at all times, including during periods of high demand, and that our network and customers are protected against malware, spam, viruses and other threats originating over the Internet.

Congestion Management Practices

Except as specifically described below, we do not target specific types of traffic based on the nature of the technology or the identity of the provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. We operate a session border controller to correct SIP source IP addresses (private to public) for our customers. We do not block or manage any specific protocols or protocol ports, except that in rare cases we may block ports or take other corrective action after providing written notice to a customer who has violated the terms of service. On occasion, and when necessary, we will utilize load balancing practices which permit us to distribute cable modem usage across radio frequency (RF) downstream and upstream channels on the same cable interface line card, or across multiple cable interface line cards in some circumstances. This practice maximizes bandwidth and our customers' usage of the network.

Residential customers are prohibited from using or running dedicated stand-alone equipment or servers or programs from the customer's premises that provide network content or any other services to others, including, but not limited to, e-mail, web hosting, file sharing and proxy services and servers (e.g. FTP, file or game). For further information regarding prohibited uses see <https://support.cspire.com>.

Network Security

C Spire uses a number of tools and techniques to protect its network and customers from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to customer e-mail accounts. Because the nature of external threats to the network is constantly evolving, C Spire's network security practices are dynamic and regularly changing. In general, these security practices should not have any effect on our customers' use of their network connections.

Equipment

C Spire supports the use of DOCSIS modems, routers and non-complying standards will not operate with our network's performance specifications. The following modem models are approved by C Spire to help ensure the best possible Internet performance: DOCSIS 1.1, 2.0, or 3.0. You may purchase or rent these devices from us, or obtain a modem from a third party.

C Spire uses industry standard Optical Network Terminals (ONT) for fiber to the premise customers. The ONT may have from 1 to 4 10/100/1000 Ethernet ports depending on the services subscribed to.

Questions / Complaint Process Existing C Spire Wired Internet Service Customers

If you are an existing C Spire customer and have any questions or wish to lodge a complaint concerning C Spire's Internet services or policies, please contact our technical support department at:

tc-support@cspire.com
(334) 566-3310

If your question or complaint involves the performance of your Internet service, please provide information about the performance of the service when you contact us. If you have home network or wireless devices, try plugging your Ethernet cable directly into your cable modem from your PC to determine whether your home networking devices are the source of the problem. Any customer complaints related to service issues are handled on a case by case basis. Service calls are generated if necessary and testing is performed by C Spire technicians to identify and resolve those issues.

Other Questions/Complaints

If you are not an existing C Spire customer, but have a question or complaint regarding our Internet service please contact:

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1006 South Brundidge Street
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Troy, Alabama 36081-1228
(334) 566-3310