

Zipnet.us
Network Management Practices Policy Disclosure

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Zipnet's policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that Zipnet's current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Zipnet, and the extent Zipnet's network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of Zipnet's customers, Zipnet utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Zipnet reasonably manages its network to promote the use and enjoyment of the Internet by all of Zipnet's customers. By engaging in reasonable and responsible network management, Zipnet prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Zipnet are consistent with industry standards.

Congestion Management

It is possible that a relatively small number of customers may place a disproportionate demand on the network bandwidth resources, causing network congestion and an overall degradation in service quality for other end users. For this reason, if Zipnet's network nears a state of congestion, Zipnet will use congestion management practices to ensure all of Zipnet's customers retain access to a "fair share" of bandwidth resources.

When Zipnet's network nears a state of congestion, the congestion management tools, practices and/or software employed by Zipnet will identify segments of the Zipnet network which have a predetermined, aggregated level of bandwidth usage. From there, the congestion management tools will ascertain which customer account in the identified network segment is using a disproportionate share of the bandwidth. The Internet traffic of the identified customer account may be temporarily managed until the period of network congestion passes. Customers whose Internet traffic is temporarily managed by Zipnet will still be

able to do anything they want online, and many activities will be unaffected; however, these customers may experience slower downloads and uploads and Internet/website response times.

The congestion management practices utilized by Zipnet are “protocol-agnostic” meaning that the network does not manage congestion based on the online activities, protocols or applications a customer uses. Rather, Zipnet’s congestion management practices focus only on the heaviest bandwidth users in real time.

Application-Specific Behavior

Zipnet does not make use of any application-specific network management practices. Zipnet does not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications except as noted below.

Zipnet utilizes the following protocol specific network management practices:

TCP 25 (smtp)

- Customer's with dynamic IP Addresses will only be able to send mail through Zipnet's mail server
- This prevents spam from being sent out directly from a customer's computer if they are infected with malware/virus

TCP/UDP 135-139 (dcom and netbios)

- These ports are commonly exploited by worm viruses.
- 135 Windows RPC
- 136 PROFILE Naming System (basically unused)
- 137-139 Windows NetBios

TCP/UDP 445 (ms-ds)

- Microsoft Directory Services -
- This allows hackers to directly connect to a Windows based computer and gain total control over the OS.

Device Attachment Rules

In order for a device to be approved for use on the Zipnet’s network, the device must conform to publicly available industry standards and be non-harmful to Zipnet’s network.

Security

Zipnet offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. Zipnet uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers.

Performance Characteristics

The architecture of the Zipnet system utilizes standard DOCSIS® cable equipment as the network elements. Complementing this standard DOCSIS® setup is RF hardware designed to translate specific sub-bands of the DOCSIS® cable frequency plan into the frequency allocations of each specific customer. Zipnet's service is a wireless service operating on FCC licensed frequencies. Key characteristics of the system are as follows:

Zipnet currently offers speeds up to 4Mbps download and 512Kbps upload. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Zipnet's Internet service offerings, including, but not limited to: The end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing, the mean download and upload speeds are 4Mbps/512Kbps during peak usage periods using Zipnet's Platinum package. Other package offerings include:

- *Bronze 512 Kbps/128 Kbps*
- *Silver 3 Mbps/128 Kbps*
- *Gold 3.5 Mbps/256 Kbps*
- *Platinum 4 Mbps/512 Kbps*

Zipnet's internal testing, established a mean round trip latency of ~40ms.

The actual speeds achieved with Zipnet's Internet service offering make Zipnet's Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP"), streaming audio and video applications such as "Youtube", Netflix, Hulu, etc., as well as online gaming, web browsing and email applications.

Commercial Terms

Pricing

In order to meet the usage and budgetary needs of all of our customers, Zipnet offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives.

To see Zipnet's current promotions and pricing on broadband Internet access service, please visit our website <http://www.zipnet.us>, or call (325) 655-5795 to speak with a customer service representative.

Early Termination Fees

Zipnet does not require a contract so there are no early termination fees.

Usage-Based Fees

Included in Zipnet's monthly Internet service offering is a monthly data consumption of 250 Gigabytes ("GB"). Internet usage in excess of this amount will result in the end user be charged and additional fee. The usage fee schedule is available on Zipnet's website at <http://www.zipnet.us>.

For additional information on Zipnet's fee schedule for additional network services, visit the Zipnet's website at: <http://www.zipnet.us>.

Privacy Policy

The various network management tools and techniques utilized by Zipnet do not monitor, inspect or store the network activity and traffic of its Internet service users. Further, as part of its network management practices, Zipnet does not distribute information on network activity and/or traffic to any third party, or use network traffic information for any non-network management purpose.

Zipnet affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, Zipnet reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Zipnet's Internet access service through reasonable network management practices.

Zipnet may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. Zipnet may also collect performance

information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connections with uploading, downloading or streaming data to and from the Internet.

Network traffic, activity, performance information, and equipment information monitored or collected by Zipnet is done so for the sole purpose of reasonable network management purposes.

Zipnet is required to comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if Zipnet determines, in its sole discretion, that such a disclosure is necessary or required. Zipnet may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. Zipnet may also disclose this information in connection with the sale of our business.

The Zipnet network management practices as discussed herein are intended solely to provide the best online experience possible for all of Zipnet's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Zipnet's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding Zipnet's network management practices are encouraged to contact Zipnet for issue resolution.

Contact Us

If you have any questions regarding Zipnet's Network Management Practices Policy or would like to file a complaint with Zipnet regarding its network management practices, please contact Zipnet at:

Physical Address:

Sterling Cable & Zipnet.us
4301 College Hills Boulevard
San Angelo, Tx 76904

Mailing Address:

PO Box 60406
San Angelo, Tx 76906

Email Address:

zipmail@zipnet.us

Telephone:

(325) 655-5795

Further, if you believe that Zipnet is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC.

<http://esupport.fcc.gov/complaints.htm>

Additional Disclaimers

The Open Internet Rules, as adopted, and Zipnet's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and Zipnet's Network Management Practices Policy do not prohibit Zipnet from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Zipnet's Acceptable Internet Use Policy/Subscriber Agreement at: <http://www.zipnet.us>