

## OPEN INTERNET DISCLOSURE

Broadview is committed to providing leading-edge broadband internet access data services that fully support customer needs as well as complying with FCC open internet rules and regulations pertaining to reasonable network practices.

### **Transparent Network Management**

Broadview's data network is engineered to provide customers with high quality, robust, broadband data services. Its backbone is a fully redundant network of facilities and equipment. The Broadview Network Operations Center continually monitors and manages the network 24 hours a day, 7 days a week to optimize its performance and re-route traffic when necessary to avoid congestion, service interruptions, and outages.

Routine network engineering duties may include capturing, examining, and/or remarking Internet packets for the purpose of performing relevant traffic management tasks. These packets are generally not retained and are used solely for troubleshooting purposes or to ensure equal treatment for all applications and protocols. Broadview may also capture packets in accordance with lawful orders received from law enforcement, government agencies, or in accordance with government regulations. In these cases the packets are forwarded or retained in accordance with the issued order or law.

### **No Blocking or Unreasonable Discrimination**

Broadview does not impose usage limits on individual customers. Subject to Broadview's Internet Access Agreement and Acceptable Use Policy & User Agreement, Broadview does not block, throttle, rate-control specific protocols or protocol parts, modify protocol fields in ways not prescribed by the protocol standard, or favor certain applications over others nor does Broadview place restrictions on devices customers may connect to the network except in the case of products where hardware is supplied and managed by Broadview as part of the purchased service.

Certain Internet access products offered by Broadview have inherent limitations to accessing the open Internet as part of the product design. These include products that incorporate a firewall, network-based intrusion detection or prevention device or other network security device or software. These products may intentionally restrict Internet access in accordance with the normal operation of the hardware/software provided. This access may be controlled by the customer through a management interface or by contacting Broadview.

## Security

Broadview has network security policies and practices intended to protect customers and the network from activity such as abuse or fraud. Broadview engineers may deny access to the network under certain unusual or temporary conditions. These conditions may include network traffic of a malicious or suspicious nature, flooding of the network for the purpose of blocking legitimate communications, inadvertent transmission of non-Internet packets or protocols, or other network access which is deemed to be a threat to the normal operation of the network. Activity that violates Broadview's Internet Access Agreement or Acceptable Use Policy & User Agreement, or otherwise threatens normal operation of Broadview, its customers or the network may result in suspension or termination of service.

## Service Descriptions and Availability

Broadview provides its mass-market broadband Internet access services utilizing Ethernet, Digital Subscriber Line (DSL), or dedicated circuit (T1s) technologies. For a complete listing of products and services go to: [http://www.broadviewnet.com/Products\\_Solutions/DataHighspeed.asp](http://www.broadviewnet.com/Products_Solutions/DataHighspeed.asp) or for more information on product specifications, pricing and availability, please call 1-800-BROADVIEW.

For additional information pertaining to Broadview's Internet access terms and conditions, online policies, prohibited activities, content, privacy, account charges, and complaint procedures, go to our Internet Access Agreement <http://www.broadviewnet.com/CustomerCenter/IntAccessAgreement.asp> and Acceptable Use Policy & User Agreement <http://www.broadviewnet.net/aup.html>.