

American Broadband



American Broadband Nebraska

Network Management Practices Policy

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, the policies of American Broadband Nebraska ("Provider") regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that Provider'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 Provider, and the extent Provider's network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of Provider's customers, Provider 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 Provider reasonably manages its network to promote the use and enjoyment of the Internet by all of Provider's customers. By engaging in reasonable and responsible network management, Provider 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 Provider are consistent with industry standards.

Congestion Management

Provider does not employ any congestion management tools, practices and/or software on network traffic.

Application-Specific Behavior

Provider does not block or rate-control specific protocols or protocol ports.

Provider does not modify protocol fields in ways not prescribed by protocol standard.

Provider does employ industry-recognized network management tools (i.e.,

Differentiated Services Code Point (“DSCP”) flags, Class of Service (“COS”) technologies and Parity Bit (P-Bit) flags) to favor certain applications or classes of applications by assigning higher priority to the delivery of critical network traffic such as voice and streaming video traffic on its network.

Device Attachment Rules

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

Security

Provider offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. Provider 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, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted.

Provider offers a subscription for Tech Home services for a minimal monthly fee. The Tech Home services available from Provider include protection against computer viruses and spyware, pop-up blockers, parental controls, personal firewalls and PC cleanup.

The security measures employed by Provider to prevent the spread of viruses, malware, spam, harmful and unwanted content or other threats to consumers do not prevent end-users from running certain applications.

Performance Characteristics

Provider offers broadband Internet access service via Digital Subscriber Line (“DSL”), Fiber-to-the-Home (“FTTH), cable modem, wireless technology and Dial-up. DSL is a wireline transmission technology that transmits data faster over traditional copper telephone lines already installed to homes and businesses. FTTH utilizes fiber optic cable to deliver telephone, data and video services. With the capacity for an indefinite amount of data, FTTH technology allows subscribers to receive better quality voice, data and video services in their homes. Broadband Internet access service delivered via a cable modem uses the existing cable television infrastructure (coaxial cable) for bi-directional data communication and transmission. Wireless broadband Internet service uses radio technology in place of existing telephone or cable lines. Dial-up access utilizes telephone lines to connect a PC to the Internet via a modem to convert data

between the analog form used on telephone lines and the digital form used on the Internet.

The technology utilized to provide broadband Internet access service to an individual customer will be dependent upon the customer's address as the Provider does not offer all technologies to all locations in the network.

The advertised speed of Provider's Internet service is the maximum speed achievable with the technology utilized by Provider. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Provider's Internet service offerings, including, but not limited to: the distance of the consumer's home or office from Provider's central office (i.e., the further away the customer is from the central office, the slower the broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing utilizing Ping Plotter Pro network tools, Multi-Router Traffic Graphers, RFC 2544 and Y.1731 SAM test head methods, the mean upload and download speeds during peak usage periods (i.e., between 7:00 p.m. and 11:00 p.m. on weeknights) are:

Technology:	Mean Download/Upload Speed:	Latency:
DSL	Up to 10 Mbps/Up to 1 Mbps	50 ms
FTTH	Up to 100 Mbps/Up to 100 Mbps	12 ms
Cable Modem	Up to 10 Mbps/Up to 1 Mbps	25 ms
Wireless	Up to 5 Mbps/Up to 1 Mbps	30 ms

A subscriber's actual speed will be dependent on the service tier and package to which they subscribe.

Provider's consumer accessible speed test is available at:

<http://www.speedtest.net/>

The actual speeds achieved with Provider's Internet service offering make Provider's Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP").

Provider does not offer any specialized services.

Commercial Terms

Pricing

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

Early Termination Fees

If a customer previously entered into a service agreement with Provider for broadband Internet access service for a defined service term, and customer desires to terminate the service agreement prior to the expiration of that term, Provider may charge a reasonable early termination fee if such fee is clearly indicated in the service agreement.

Usage-Based Fees

Provider's Internet service is priced on a flat-fee basis (plus taxes). Provider does not charge end users a usage-based fee for Internet service.

Privacy Policy

The various network management tools and techniques utilized by Provider do not entail inspection of the network traffic of its Internet service users. As part of its network management practices, Provider does not store, provide information on network activity and/or traffic to any third party, or use network traffic information for any non-network management purpose.

To ensure optimal network performance, Provider engages in bandwidth utilization monitoring, host monitoring, Internet Control Message Protocol ("ICMP") reach ability, dynamic Internet Protocol ("IP") address logs, and System Log. For troubleshooting purposes, Provider 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. Provider 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 activity, performance information, and equipment information monitored or collected by Provider is done so for the sole purpose of reasonable network management purposes.

Provider's additional Privacy Policies are available at:

<http://www.abbnebraska.com/Images/Interior/documents/abbprivacypoliciesjul2011.pdf>

The Provider's network management practices as discussed herein are intended solely to provide the best online experience possible for all of Provider's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Provider'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 Provider's network management practices are encouraged to contact Provider for issue resolution.

Contact Us

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

American Broadband Nebraska
1605 Washington Street
Blair, NE 68008
Phone Number: (402) 426-6200
Toll-Free: 1-888-262-2661
Fax Number: (402) 426-6300
www.abbnebraska.com

Further, if you believe that Provider 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 Provider'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 Provider's Network Management Practices Policy do not prohibit Provider from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Provider's Acceptable Use Policy at:

<http://www.abbnebraska.com/Images/Interior/documents/abbacceptableusepolicy.pdf>