

Open Internet Policy

Performance Broadband powered by Limestone Cable (herein referred to as 'Performance Broadband', 'the Service', or 'we') operates our network in effort to provide the best possible Internet service to all our subscribers. We will make reasonable efforts to assure that the service will be available to you 24 hours per day, 7 days per week. It is possible, however, that there will be interruptions of service.

We have adopted the following network management practices, terms and conditions, and performance characteristics for our broadband Internet services (which we may add to, delete or modify at any time; such changes will be updated on our website, but not directly communicated through other means unless specifically required by local, state or federal authorities) in compliance with the Federal Communications Commission's Open Internet Framework requirements.

Cable Modem Service is provided over a shared network. The bandwidth used by the Service coexists with cable television service using the same facilities. You and all other users share a large, but still limited, amount of bandwidth. As a result, depending, among other things, upon the intensity of customer use of the Cable Modem Service and the time of day you use the Service, the bandwidth available to you, and the speed of the service, will not always be at optimum levels. Expected access speeds in the network range from 3 mbps to 150 mbps depending on the subscriber package, electronics installed, capacity and congestion and characteristics of our network. We do not guarantee any particular amount of bandwidth. We will, however, manage the broadband network to provide appropriate bandwidth for as many customers as is reasonably practical using various, dynamic tools and techniques which can and do change frequently, including identifying spam and preventing its delivery to subscriber email accounts, detecting and preventing the distribution of, or inadvertent access to, malicious Internet traffic such as malware, phishing, viruses, or other harmful code or content. We do not knowingly or intentionally degrade, delay or otherwise impair the traffic on our network so as to render effectively unusable certain content, services, applications, and/or non-harmful devices, though from time to time congestion may do so. As the Internet, its usage, technologies, etc. evolve, so do tools necessary to manage the Service. We reserve the right to implement to new network management/congestion systems as needed.

Performance Broadband does not discriminate against lawful Internet content, applications, services or non-harmful devices. We do not normally monitor the contents of the traffic or applications of our subscribers. We do not block, degrade, impair or otherwise prevent end user access to lawful content, applications, services or non-harmful devices. We do not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate or in exchange for consideration, monetary or otherwise. We do not block or rate-control specific protocols or ports (except to prevent malicious attacks, spam, etc.), modify protocol fields in ways not prescribed by protocol standards, or otherwise inhibit or favor certain applications or classes of applications.

Performance Broadband does not require approval of subscriber devices prior to connection to our network; subscribers may use any lawful, compatible device they desire, so long as the device does not harm the network. We do not normally monitor the devices used by subscribers, though we do warn subscribers that some types of devices may not be compatible with network.

Performance Broadband adheres to commercially appropriate security procedures to protect our network and our subscribers from unauthorized access by third parties. We do not guarantee protections from any and/or all security breaches. We do not undertake any obligation to monitor or

protect subscribers' traffic from viruses, spam, denial-of-services attacks or unlawful, malicious or unwanted activities. Subscribers may purchase antivirus and/or spam filtering software or services at their own discretion.

Performance Broadband service package options, rates, promotions, and fees are subject to change. Information regarding our current rates can be found at performancebroadband.com, along with our Internet Service Agreement, Subscriber Privacy Policy, and Terms of Service.

If you cannot find the information you are looking for, have questions regarding these policies, or have other concerns regarding Performance Broadband powered by Limestone Cable, please contact us at limestone@maysvilleky.net. We will promptly review and respond to all requests.