

Broadband Internet Access Services

Network Management Practices, Performance Characteristics, and Commercial Terms and Conditions for Fixed Services

MEI ("the Company") has adopted the following network management practices, performance characteristics, and commercial terms and conditions for its broadband Internet access services in compliance with the Federal Communications Commission's ("FCC's) Open Internet Framework requirements (GN Docket No. 09-191; WC Docket No. 07-52 and CG Docket 18-142). This policy should be read in conjunction with the Company's general terms and conditions and the company's acceptable use policy also available on the Company's website.

These practices, characteristics, terms and conditions are intended to help preserve the Internet as an open framework that enables consumer choice, freedom of expression, end-user control, competition, and freedom to innovate without permission, while permitting the Company to manage its network reasonably.

These practices, characteristics, terms and conditions are effective as of September 12, 2019. They will be maintained and updated on this website.

The Company may add, delete, or modify certain practices, performance characteristics, terms and conditions from time to time at its discretion. The Company will provide as much advance notice as possible of such changes. It will normally endeavor to furnish written notice of rate changes on this website thirty (30) days before changes become effective, but reserves the right to use a shorter notice period when regulatory, operational, technical or other circumstances warrant.

I. Network Management Practices

The Company manages its network with the goal of providing the best practicable broadband Internet experience to all of its customers. Within the scope of its resources, it attempts to deploy and maintain adequate capacity and facilities within its own network, and to acquire sufficient Middle Mile capacity or facilities outside its service area to connect with the Internet. The Company and its staff use their best efforts to monitor, address and minimize (but do not guarantee that they can prevent) the effects of spam, viruses, security attacks, network congestion, and other phenomena that can degrade the service of affected customers.

- A. **Blocking:** The Company does not block any lawful content, applications, devices, and/or non-harmful devices.
- B. **Throttling:** The Company does not throttle, impair or degrade lawful internet traffic.
- C. **Affiliated Prioritization:** The Company does not prioritize its own content, application, services, or devices, or those of its affiliates.
- D. **Paid Prioritization:** The Company does not use or demand "pay-for-priority" or similar arrangements that directly or indirectly favor some traffic over other traffic.

- E. **Congestion Management Practices**: Congestion is an Internet access service problem that can slow web browsing, downloading, and other activities of the customers during certain peak usage periods. Congestion may be caused by capacity limits and bottlenecks in a service provider's own network, or by limitations in the capacity of the Middle Mile transport facilities and services that many rural service providers must purchase from unrelated entities to carry the traffic of their customers between their service areas and the closest Internet nodes.

The Company has experienced no recent problems with congestion. If significant congestion problems arise in the future, the Company's approach is to determine the source of the problem, and to increase the capacity of the affected portions of its network and/or of its Middle Mile routes where warranted. In the event of congestion, all traffic is classified as best effort.

F. **Application-Specific Behavior Practices**

The Company does not favor or inhibit certain applications or classes of applications. Customers may use any lawful and commercially available application which they desire on the Company's network.

The Company does not normally monitor the contents of the traffic or applications of its customers. It undertakes no obligation to monitor or investigate the lawfulness of the applications used by its customers. If any party contacts the Company with a substantial allegation that an application being used by a customer is unlawful, the Company will investigate the matter (including consultation, as it deems appropriate, with attorneys, consultants, federal or state regulators, and/or federal, state or local law enforcement agencies), and will take appropriate actions to deal with the use of applications that are demonstrated to be unlawful.

Customers may occasionally develop their own applications, or modify commercially available applications. The Company will not prohibit the use of customer-developed or modified applications unless there is a reasonable belief that such applications will cause harm to its network.

G. **Device Attachment Rules**

The Company does not have any approval procedures that must be satisfied before a device can be connected to its network. Customers may use any lawful, compatible, type-accepted (if necessary) and commercially available device which they desire on the Company's network, as long as such device does not harm the network.

The Company does not normally monitor the devices used by its customers. It warns customers that some types of devices (for example, Data Over Cable Service Interface Specification ('DOCSIS') devices intended for use on cable broadband networks) may not be compatible with its fiber optic and digital subscriber line ("DSL") network.

The Company undertakes no obligation to monitor or investigate the lawfulness of the devices used by its customers. If any party contacts the Company with a substantial allegation that a device being used by a customer is unlawful, the Company will investigate the matter (including consultation, as it deems appropriate, with attorneys, consultants, federal or state regulators,

and/or federal, state or local law enforcement agencies), and will take appropriate actions to deal with the use of a device that is demonstrated to be unlawful.

Customers may occasionally develop their own devices, or modify commercially available devices. The Company will not prohibit the use of lawful customer-developed or modified devices unless there is a reasonable belief that such devices will cause harm to its network.

H. Security Practices

The Company does not normally monitor the traffic of its customers. It undertakes no obligation to monitor or protect such customer traffic from spam, viruses, denial-of-service attacks, or other malicious, unlawful or unwanted activities.

The Company recognizes that customers can purchase spam filtering and anti-virus software from commercial vendors to meet their needs. The Company may from time to time offer anti-spam and/or anti-virus software or services to customers who desire to purchase them from the Company. When offered, these software or services will be described and priced in other sections of this website. Customers are free to obtain anti-spam and/or anti-virus software or services from any source they desire, as long as such software or services do not disrupt or degrade the traffic of other customers of the Company or harm the network.

A customer that is subjected to a denial-of-service attack, or similar malicious, unlawful or unwanted activity, is urged to notify the Company as soon as possible. The Company will work with the customer, other service providers, federal and state regulators, and/or law enforcement to determine the source of such activity, and to take appropriate, and technically and economically reasonable efforts to address the matter.

The Company employs commercially appropriate security procedures to protect its network and its customer records from unauthorized access by third parties. The Company does not guarantee that it can protect customers from any and/or all security breaches.

II. Performance Characteristics

A. Description of Services

The service and performance characteristics of the Company's broadband Internet access services are contained in the service offering portions of this website. The Company offers different tiers of service at different prices, and changes these from time to time. The Company also may offer custom solutions for customers.

Actual access speeds and time delays (latency) are impacted by the length, capacity and congestion of Middle Mile transport facilities (between the Company's service area and Internet nodes) as well as the characteristic of the Company's own network. The Company offers a speed test site to any user or customer. It can be accessed at www.mei.net/support.

The Company's service is suitable for real-time applications. The speed tier a customer subscribes to will impact the efficiency of the real-time applications.

The advertised speed of internet service is the maximum speed achievable with the technology utilized for the broadband service offering subscribed to. Company makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance that may be caused by its network. We measure availability, latency, and aggregate utilization on the network and strive to meet our internal service level targets. Based on internal testing using platform specific test protocols, the mean upload and download speeds are typically the advertised speed plus or minus (15% percent). Our goal for mean round trip latency is to be less than 50 milliseconds (ms) to local ports depending on the transport technology, with actual internal testing to a majority of our customers to be far less than 20 milliseconds (ms). It is important for to note, however, that bandwidth speed at which a particular distant website or other internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or internet location is affected by some factors beyond Company's control, including for example: the speed of the connection from a distant web server to the internet; congestion on intermediate transport networks, the limitations of your computer or other electronic devices, fixed or wireless accessing the internet; or your wireless router/WiFi equipment and WiFi interference. In addition, your internet service performance may be adversely impacted by the inside wiring at your premises. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing and using our broadband internet service. The computers, wireless devices, or other networks in your homes or offices may need an upgrade to take full advantage of your chosen broadband plan. Company does test each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.

B. Impact of Specialized Services

The Company does not offer specialized services to end-users.

III. Commercial Terms

The commercial terms and conditions of the Company's broadband Internet access services are contained in greater detail in the internet section of this website (www.mei.net).

A. Service Description and Pricing

The Company offers different tiers and levels of service at different prices, and changes these from time to time.

The Company is willing to consider and negotiate prices for customized additional network services requested by specific customers or edge service providers if such services can be designed, developed and furnished in a commercially reasonable manner. If and when such customized services are developed and furnished, the Company reserves the right to adapt and provide them to other customers on a non-discriminatory basis so long as such subsequent

provision does not entail disclosure of proprietary or confidential information of the initial customer.

B. Privacy Policies

The Company does not collect, store or use traffic information obtained from Broadband Internet Access Services to profile its customers in order to sell additional services to them, or for similar non-network management purposes.

Further information regarding the Company's use of information can be found in the Company's Privacy Policy.

C. Redress Options

Questions and complaints regarding the foregoing matters should be addressed to the Company (MEI Telecom) at 269-623-9005 or support@mei.net.

D. Pricing

To see the Company's current promotions and pricing on broadband Internet access service, please visit our website at <https://mei.net/highspeed.html> which includes Broadband Labels for each of our broadband internet access offerings or call 269-623-2311 to speak with a customer service representative. The Company's internet service is priced on a flat-fee basis (plus taxes). The Company does not charge end users a usage-based fee for such services. The information on our current Broadband Labels is also available in a "machine readable" spreadsheet form at <https://mei.net/tandc/>