

# Open Internet Disclosure

Pursuant to the Open Internet Rules promulgated by the Federal Communications Commission (FCC), **First Communications, LLC and Globalcom Inc. dba First Communications**, each individually referred to as Company below, provide the following policies regarding network management practices, performance characteristics and commercial terms for Company's current and prospective customers, third-party content providers and other interested parties.

## **Commitment:**

Company endeavors to provide broadband access service based on network management policies that afford the benefits of the Internet experience to all customers.

## **Service Description:**

Company directly offers broadband services directly and through various Internet providers in select markets. Pricing for direct Internet connectivity to business customers is determined on an individual case basis.

## **Network Management Practices:**

Company will manage its network and provide access in accordance with the requirements of the FCC Open Internet Rules and any future applicable Internet policies or rules adopted by the FCC and required to be implemented by Company. We use reasonable network management practices tailored to achieve legitimate network management purposes. The network management practices employed by Company are consistent with industry standards for similarly situated companies.

## **Congestion Management:**

Company does not implement any congestion management techniques. Company engineers and operates the network to accommodate the necessary traffic requirement, with capacity and redundancy designed to address peak traffic levels in the case of a partial network outage. In the event of congestion, all traffic is classified as best effort. Company employs a standard best effort Internet delivery policy to ensure that any organization, institution, or entity connected, directly or indirectly, to Company's network may exercise choice in lawful Internet content, web-based application and use of Company or competitor service, including any device that is not harmful to the network.

## **Content, Applications, Service and Device Providers:**

As a full service Internet Service Provider, Company does not discriminate against any customer traffic. We utilize network management techniques that are standardized across all user applications. For example, we do not modify our network to perform better for customers accessing our e-mail service versus customers accessing Microsoft's hotmail servers.

The network management practices employed by Company do not differentiate between our directly offered applications and general applications over the Internet.

## **Security:**

Company undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. Company does not guarantee that it can protect customer from any or all security breaches. The customer is using the Internet service at its own risk.

## **Other Matters:**

Other terms and conditions of use of Company services and products are found in each specific Company's Business or Residential Conditions of Use posted on our website at [www.firstcomm.com](http://www.firstcomm.com). The Conditions of Use control to the extent there is inconsistency with this disclosure.