OPEN INTERNET DISCLOSURE

In compliance with the FCC's Open Internet Rules, EPB Fiber Optics makes the following disclosures about its broadband Internet services.

NETWORK MANAGEMENT PRACTICES

- **Blocking.** EPB Fiber Optics blocks port 25 (SMTP) to mail servers other than the EPB Fi system. This practice is employed to help eliminate SPAM issues related to virus activity. All other traffic is permitted.
- **Throttling.** EPB Fiber Optics does not throttle any network traffic.
- **Affiliated Prioritization.** EPB Fiber Optics does not prioritize public Internet based traffic; we do prioritize services for internal EPB applications, such as electric services and EPB TV and voice services.
- **Paid Prioritization.** EPB Fiber Optics does not allow paid prioritization from any third party.
- **Congestion Management.** EPB Fiber Optics does not use congestion management practices.
- **Application-Specific Behavior.** Blocking SMTP port 25 to help control email SPAM is the only specific blocking utilized by EPB Fiber Optics.
- **Device Attachment Rules.** EPB Fiber Optics allows for a single Internet device compliant with normal Internet standards to attach to the network.
- **Security.** EPB Fiber Optics reserves the right to block devices exhibiting behavior inconsistent with normal use. Depending upon the severity of the threat, an end user may be contacted before or after EPB Fiber Optics blocks a device.

PERFORMANCE CHARACTERISTICS

PRODUCT	UPSTREAM	DOWNSTREAM	ROUND TRIP DELAY
Residential 300Mbps	312 Mbps	313 Mbps	2 ms
Residential 1 Gig	1000 Mbps	1000 Mbps	1 ms
Residential NextNet 10G	9822 Mbps	9822 Mbps	1 ms
SMB 100	114 Mbps	102 Mbps	2 ms
SMB 200	208 Mbps	209 Mbps	2 ms
SMB 300	313 Mbps	313 Mbps	2 ms
SMB 500	523 Mbps	522 Mbps	2 ms
SMB 800	800 Mbps	800 Mbps	1 ms
SMB 1 Gig	1000 Mbps	1000 Mbps	1 ms
SMB 5 Gig	5000 Mbps	5000 Mbps	1 ms
SMB 10 Gig	9822 Mbps	9822 Mbps	1 ms
Professional 100	101 Mbps	102 Mbps	2 ms
Professional 200	207 Mbps	209 Mbps	2 ms
Professional 300	312 Mbps	314 Mbps	2 ms
Professional 500	522 Mbps	523 Mbps	2 ms
Professional 750	750 Mbps	750 Mbps	1 ms
Professional 1 Gig	1000 Mbps	1000 Mbps	1 ms
Professional 3 Gig	3000 Mbps	3000 Mbps	1 ms
Professional 5 Gig	5000 Mbps	5000 Mbps	1 ms
Professional 10 G	9822 Mbps	9822 Mbps	1 ms

- **Service Description.** EPB Fiber Optics' broadband Internet service allows customers to utilize services in the global Internet up to the purchased speeds. The service may be used for real-time applications within the limits of the end-to-end connectivity. Please refer to the table above for expected and actual speeds and latency as measured by EPB Fiber Optics.
- **Impact of Non-Broadband Internet Access Service Data Services**. EPB Fiber Optics uses an allocation method for network segments that contain both business Layer 2 connections and general broadband Internet services to ensure that the business applications do not impair broadband Internet services.

COMMERCIAL TERMS

- **Price.** Residential pricing is available at: https://epb.com/home-store/internet#pricing For a business quote, visit https://epb.com/business-solutions/fiber-optics/internet or call 423-648-1500.
- **Privacy Policies.** EPB Fiber Optics' Privacy Notice is available on our website at: https://epb.com/legal/regulatory
- **Redress Options.** Customer service is available 24/7/365 via phone at 423-648-1372 or through our website at https://epb.com/customer-support, which also offers Live Chat and direct email features.