

BLUEWAVE COMMUNICATIONS Network Management Frequently Asked Questions (FAQs)

What is network management?

Network management is the reasonable and nondiscriminatory enforcement of network usage policies and the management of bandwidth use and capacity. Network management includes congestion and security-protocol management. While maintaining its network, BLUEWAVE COMMUNICATIONS is also promoting the dynamic benefits of an open and accessible Internet. The broadband experience of BLUEWAVE COMMUNICATIONS' customers will generally not be impacted by the industry-standard network management practices used by BLUEWAVE COMMUNICATIONS.

Which parts of the network does BLUEWAVE COMMUNICATIONS manage?

BLUEWAVE COMMUNICATIONS manages only the portion of the network that begins on the outside of the customer's home up to the point where the internet traffic is handed off to the public network. BLUEWAVE COMMUNICATIONS does not control the equipment inside the customer premise such as routers, computers, application software, and inside wire, which can affect the performance of the broadband service. BLUEWAVE COMMUNICATIONS also does not control the operation of specific websites that may slow down data transmission during busy periods or the overall performance of the public internet.

Why does BLUEWAVE COMMUNICATIONS manage its network?

BLUEWAVE COMMUNICATIONS acknowledges that bandwidth and network resources are not infinite and must be reasonably limited. In order to bring its customer the best possible broadband Internet experience, BLUEWAVE COMMUNICATIONS enforces network management policies that limit network congestion and transmission delays while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded. BLUEWAVE COMMUNICATIONS's network management practices are intended to protect the network, and BLUEWAVE COMMUNICATIONS's customers, from network congestion, threats to the network, security attacks, viruses and spam. BLUEWAVE COMMUNICATIONS manages its network in a way that is transparent and nondiscriminatory.

How does BLUEWAVE COMMUNICATIONS manage its network?

BLUEWAVE COMMUNICATIONS has policies in place to ensure that customers are able to access the lawful Internet content of their choice and run their preferred Internet applications. BLUEWAVE COMMUNICATIONS promotes the continued development of the Internet. BLUEWAVE COMMUNICATIONS' network management practices are nondiscriminatory, application-neutral, and minimally intrusive. BLUEWAVE COMMUNICATIONS may use one or more of the following industry standard procedures to manage its network. This list is not exhaustive.

- a. Monitor the network to identify congestion, security breaches, malware or damage to the network
- b. Reroute Internet traffic to relieve congestion
- c. Complete additions or upgrades to increase network capacity

- d. Enforcement of Acceptable Use Policy, Terms and Conditions of Service, and Service Agreements against customers abusing the network
- e. Use security protocols to ensure authentication of customers
- f. Provide resources to customers for identifying and reporting spam, viruses, firewall issues and phishing schemes
- g. Filter spam
- h. Prevent viruses from harming the network
- i. Thwart Denial of Service (DOS) attacks

Network management practices are necessary to guard against harmful threats to the network such as network congestion, security attacks, excessive spam, and viruses. Reasonable network management practices ensure that BLUEWAVE COMMUNICATIONS Customers have the best possible broadband Internet experience.

Will BLUEWAVE COMMUNICATIONS' network management impact my online experience?

BLUEWAVE COMMUNICATIONS uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with BLUEWAVE COMMUNICATIONS' policies, Terms and Conditions for Service, Broadband Internet Acceptable Use Policy ("AUP"), and the Internet Service Agreement, customers have agreed to comply with all current bandwidth, data storage, and other limitations on BLUEWAVE COMMUNICATIONS' broadband internet services. Thus, BLUEWAVE COMMUNICATIONS' tools and practices will generally impact only users that have violated the terms of BLUEWAVE COMMUNICATIONS' policies, AUP, Terms and Conditions for Service, or the Internet Service Agreement.

What can I expect if I am in violation of BLUEWAVE COMMUNICATIONS's policies, Terms and Conditions of Service, the Broadband Internet AUP or the Internet Service Agreement?

If a customer is in violation of any of the foregoing, the impact to the customer's online service may include, but will not be limited to, any one or all of the following:

- a. Notification by BLUEWAVE COMMUNICATIONS that the Customer is in violation of the Company's policies, terms and conditions or agreements
- b. Removal or blockage of material that has resulted in the violation including, but not limited to, illegal content
- c. Suspension or delay of the delivery of email
- d. Filtering of Internet transmissions
- e. Suspension or termination of the broadband internet service account

Customers could also experience longer download or upload times or slower web surfing.

Will I be suspended from the network if I use certain applications?

BLUEWAVE COMMUNICATIONS' reasonable network management tools and practices do not discriminate between applications. Thus, BLUEWAVE COMMUNICATIONS will not manage its network congestion or security protocols based on applications being used by its customers on

the BLUEWAVE COMMUNICATIONS broadband Internet service. BLUEWAVE COMMUNICATIONS' network management is based on current network conditions and the aggregate amount of bandwidth being used by customers.

How will I know if my account is suspended because of a violation of BLUEWAVE COMMUNICATIONS' policies, Broadband Internet AUP, Terms and Conditions of Service or Service Agreement?

Generally, a Customer will be sent a notification from BLUEWAVE COMMUNICATIONS that the Customer has committed a violation and would have been given a period of time during which to take corrective action. If, however, such violation persists, the Customer will discover that he/she is unable to access the Internet through BLUEWAVE COMMUNICATIONS's broadband Internet service. The Customer will be unable to surf the web or conduct online activities.

What should I do if my account is suspended?

If an account is suspended, the Customer should contact BLUEWAVE COMMUNICATIONS and follow BLUEWAVE COMMUNICATIONS' instructions for reinstating service.

Does BLUEWAVE COMMUNICATIONS discriminate against particular types of applications or content?

No. BLUEWAVE COMMUNICATIONS does not manage its network based on online protocols, activities or applications that a customer uses. BLUEWAVE COMMUNICATIONS' network management practices focus on current network conditions and the aggregate amount of bandwidth being used by BLUEWAVE COMMUNICATIONS customers.