

LISCO's Acceptable Use Policy for Fiber Broadband Usage: Customers agree to abide by LISCO's most recently posted Acceptable Use Policy available at: <http://www.lisco.com/services/aupolicy.html>

FAIR DATA Traffic Policy: Customers understand that 100 Mbps Fiber Internet service is for ordinary residential or home business use. Customers with needs that are larger than 20 GB per month upload or download data transport require custom pricing and/or business rates. Exceeding 20 GB of downloads or uploads per month requires custom pricing and may result in additional charges of \$0.50/GB for overages. For example, streaming or downloading four or five DVD-quality 90-minute movies per month should fall within LISCO's 20 GBs limit of acceptable use per month.

LISCO assigns a download and upload threshold to each broadband service plan that limits the amount of data that may be downloaded or uploaded during a typical month. A small percentage of subscribers who exceed this limit may experience a temporary reduction of speed. Customers may elect to have the limit on their broadband plan set to cap when it is reached in order to avoid overage charges of \$.50 per GB.

Explanation:

The Acceptable Use and Fair Data Traffic Policies are based upon an analysis of customer data usage. The established download and upload threshold of 20 GB is well above the typical residential usage requirements. LISCO pays for all bandwidth used by its customers. Those who have extraordinary needs must contribute towards increased costs. Service plans that build upon the base rate of 20GB broadband usage with speeds up to 100 mbps are available if customers have greater broadband needs. Subscribers who exceed the threshold for their chosen plan may be subject to reduced download speeds. LISCO may temporarily reduce the speed of a customer's service when a pattern of excessive broadband usage has been identified. LISCO will review the usage policy with the customer and jointly determine which usage plan is appropriate for the customer's needs.

During this recovery period, LISCO service may still be used, but speeds will be slower. Web browsing, for example, will be significantly slower than subscribers' normal browsing experience. Subscribers will return to normal download speeds after the recovery period as long as they limit their bandwidth-intensive activities to their chosen broadband usage plan. If the customer continues excessive usage activities, reduced download speeds may continue until a mutual resolution is reached or service is terminated.

Residential Data currently sells for approximately \$40 as part of the \$65 residential package. The base rate for local businesses for 10 Mbps is \$50; up to 40 Mbps is \$75; and up to 100 mbps is \$100. To increase the broadband capacity of the basic fiber service, add the appropriate threshold cost to your basic residence or business data rate to get the combined speed and threshold cost for the level of service that meets your needs.

Up to 100 Mbps Fiber Speed	Threshold
Fixed Basic Fiber Rate	20 GB
Pro-Add \$10/mo to basic price	50 GB
ProPlus-Add \$35/mo	100 GB
Elite - Add \$115/mo	300 GB
ElitePlus - Add \$195/mo	500 GB
ElitePremium - Add \$395/mo	1 Terabyte

+Frequently Asked Questions

Q: What is your upload/download limit policy (Fair Data Traffic Policy)?

Who is affected?

Only the small percentage of subscribers who exceed the download/upload threshold.

Online activities such as viewing Websites, checking email, watching short streaming media presentations, downloading 4-6 DVD quality movies or automatic software and anti-virus updates are unlikely to exceed the monthly download/upload threshold of 20 GB.

What activities may cause subscribers to exceed their download threshold?

Some activities are more likely to exceed the download threshold and trigger the application of the Fair Data Traffic Policy (FAP). Several examples are listed below:

1. More than 4-6 Full-length DVD-quality movie downloads per month;
2. Peer-to-peer (P2P) file sharing programs such as Napster, Kazaa or LimeWire;
3. Continuous downloading or viewing streaming media content such as video programming;
4. Hosting of server devices such as email, FTP or Web servers; (only commercial capacity);
5. Hosting computer applications such as Web camera feeds (only with continuous action and high quality);
6. Automated computer to computer connections used for archiving of local computer content;
7. Extensive downloading of Usenet Newsgroups (NNTP);
8. Use of BitTorrent applications;
9. Frequent, large, simultaneous file downloads;
10. Downloading large files (i.e., file sizes that are close in size to the download threshold of your service plan).

Excessive downloading or too many uses of the services described above may cause subscribers to be affected by the Fair Access Policy, or in severe cases, to be terminated from the service.

What will my Internet access be like if I exceed the download/upload threshold?

When the download/upload threshold is exceeded, you will experience reduced download speeds for at least 24 hours. During this recovery period, LISCO® fiber service can still be used for activities such as viewing emails and Web surfing, but speeds will be significantly slower than normal browsing experience. LISCO will review the usage policy with the customer and jointly determine which usage plan is appropriate for the customer's needs.

If I exceed the download/upload threshold, what should I do?

Minimize your bandwidth-intensive activities in order to return to normal download/upload speeds after the recovery period. If you continue excessive use activities during or after the recovery period, you may experience reduced download/upload speeds beyond a 24-hour recovery period. If you find that your download/upload threshold is too small for your needs, you should consider upgrading your service to a plan that offers a greater download/upload threshold.

Does it matter what time of day I download files?

The best hours for data traffic use begin after 2:00 AM and end before 7:00 AM central time. Larger downloads that occur during these hours will avoid congestion during daytime peak times. This period is recommended for LISCO subscribers to schedule downloading of automated updates or download of other large files. We recommend that you automatically schedule your system updates during this period. We also suggest the use of a download manager software application to assist in the scheduling of large file downloads

Do you recommend a particular download manager?

While we cannot recommend any at this time, we are currently in the process of testing several download managers for this purpose.