

SkyLine Membership Corporation/SkyBest Communications, Inc.

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 while maintaining the promotion of the dynamic benefits of an open and accessible Internet.

Why does SkyLine/SkyBest manage its network?

In order to bring you the best possible broadband Internet experience, SkyLine/SkyBest enforces network management policies that limit network congestion and delay while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded.

The Federal Communications Commission (FCC) encourages all fixed broadband Internet access providers, such as SkyLine/SkyBest, to manage networks with transparency and nondiscrimination.

How does SkyLine/SkyBest manage its network?

SkyLine/SkyBest has policies in place to ensure that customers are able to access the lawful Internet content of their choice, run the lawful Internet applications of their choice and to promote the continued development of the Internet. SkyLine/SkyBest's network management practices are nondiscriminatory, application-neutral and minimally intrusive. SkyLine/SkyBest may use one or more of the following to manage its network:

- a. Making additions or upgrades to increase network capacity;
- b. Enforcing its Acceptable Use Policy and Terms and Conditions of service against customers abusing the network;
- c. Using security protocols to ensure authentication of customers;
- d. Monitoring the network to identify congestion, security breaches, malware or damage to the network;
- e. Blocking spam;
- f. Preventing viruses from spreading on and harming the network; and
- g. Thwarting denial of service attacks.

Network management practices are a necessity to guard against harmful threats to the network such as network congestion, security attacks, excessive spam and viruses. Reasonable network

management practices ensure that you will have the best possible broadband Internet experience.

Will SkyLine/SkyBest’s network management impact my online experience?

SkyLine/SkyBest uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with SkyLine/SkyBest’s Terms and Conditions for Service and Broadband Internet Acceptable Use Policy (“AUP”), customers have agreed to comply with all current bandwidth, data storage and other limitations on SkyLine/SkyBest’s Broadband Internet services.

What can I expect if I am in violation of SkyLine/SkyBest’s Terms and Conditions of Service, company policies or service contracts?

In addition to being subject to the specific provisions of the Terms and Conditions of Service, individual company policy or service contract, and if you, the customer, are using conduct which abuses or threatens harm to the SkyLine/SkyBest network at any time, the impact to your online experience may include, but will not necessarily be limited to, any one or all of the following:

- a. notification by SkyLine/SkyBest that you are in violation of SkyLine/SkyBest’s Terms and Conditions of Service and provision of a reasonable timeframe in which to take corrective action;
- b. removal or blockage of material that violates SkyLine/SkyBest’s Terms and Conditions of Service, company policies or service contracts, including but not limited to, illegal content;
- c. suspension or delay of the delivery of email if deemed excessive;
- d. filtering of Internet transmissions; and
- e. suspension or termination of your 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?

SkyLine/SkyBest’s reasonable network management tools and practices do not discriminate between applications. They are application-agnostic. Thus, SkyLine/SkyBest will not manage its network congestion or security protocols based on applications being used by its customers with SkyLine/SkyBest’s broadband Internet service.

What should I do if my account is suspended?

If your account is suspended, you should contact SkyLine/SkyBest and follow SkyLine/SkyBest's instructions for reinstating service.

When does SkyLine/SkyBest use this method?

SkyLine/SkyBest uses its reasonable network management practices and policies to manage network congestion and network security as needed.

Does SkyLine/SkyBest discriminate against particular types of applications or content?

No. SkyLine/SkyBest does not manage its network based on online protocols, activities or applications that a customer uses.