Peoples Services, LLC
dba Peoples Internet
Net Neutrality Transparency Disclosure

The following policies apply to mass market broadband Internet services offered by Peoples Services, LLC ("Peoples"). It is Peoples' policy to provide robust and reliable access to the Internet for all of its residential and commercial mass market end user customers. Because network resources are shared by all users, Peoples has implemented the following policies to govern mass market Internet service. These policies are designed to: (i) ensure that shared network resources are allocated fairly among all users; (ii) allow users and prospective users to understand service policies and any significant limitations on the service; and (iii) provide a foundation that assures customers that they can rely on consistently receiving the level and quality of service to which they subscribe. Peoples does not block access to, nor discriminate against, any lawful website or Internet application and, with respect to fixed Internet access services, supports the ability of users to select and attach the equipment of their choice to the network so long as that equipment: (i) is used for a lawful purpose consistent with Peoples' Acceptable Use Policy; and (ii) does not harm the network or degrade network performance for other users. Customers are encouraged to familiarize themselves with the following policies which are deemed part of their Service Agreement. By using Peoples Internet service, the customer accepts, agrees to be bound by and to strictly adhere to, these policies. The customer also agrees to be responsible for compliance with these policies by third parties, such as friends, family members or guests that make use of the customer's service accounts or equipment to access the network for any purpose, with or without the permission of the customer.

I.   ACCEPTABLE USE POLICY

See Acceptable Use Policy - **http://www.peoplestelecom.net/important-information**
Click on acceptable use policy.

II   COPYRIGHT INFRINGEMENT/REPEAT INFRINGER POLICY

Peoples respects the intellectual property rights of third parties. Accordingly, you may not store any material or use Peoples systems or servers in any manner that constitutes an infringement of third party intellectual property rights, including under US copyright law. In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, it is the policy of Peoples to suspend or terminate, in appropriate circumstances, the service provided to any subscriber or account holder who is deemed to infringe third party intellectual property rights, including repeat infringers of copyrights. In addition, Peoples expressly reserves the right to suspend, terminate or take other interim action regarding the service of any user or account holder if Peoples, in its sole judgment, believes that circumstances relating to an infringement of third party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights Peoples may have under law or contract. If you believe that copyrighted material has been used in violation of this policy or otherwise been made available on the service in a manner that is not authorized by the copyright owner, its agent or the law, you may contact our Designated Agent as follows:

Elizabeth R. Sachs
Lukas, Nace, Gutierrez & Sachs, LLP
5184 Palisade Lane, NW
Washington, DC 20016

Peoples may, but is not required to, monitor your compliance, or the compliance of other subscribers, with the terms, conditions or policies of the Service Agreement and AUP. You

acknowledge that Peoples shall have the right, but not the obligation, to pre-screen, refuse, move or remove any content available on the service, including but not limited to content that violates the law or this Agreement.

II.   SYSTEM PERFORMANCE

Peoples provides residential and commercial mass market customers with a choice of data plans to meet their needs. Peoples also provides enterprise level services that are custom tailored to a specific project and individually priced based on the needs and criteria established by the Enterprise customer. Peoples offers the following mass market services and typical speed ranges. These speeds were calculated based upon **www.speedtest.net.**

Service Description:

Service Description	Technology	Advertised Speeds	Actual Speeds	Expected Latency	Actual Latency	Suggested Applications
10 Mbps	DSL/VDSL	10 Mbps downstream/3 Mbps upstream	9.85 Mbps downstream/3 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social media HD video streaming, video calling, multiplayer online gaming
10 Mbps	Fiber	10 Mbps downstream/3 Mbps upstream	9.85 Mbps downstream/3 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social media HD video streaming, video calling, multiplayer online gaming
15 Mbps	DSL/VDSL	15 Mbps downstream/5 Mpbs Upstream	9.87 Mbps downstream/4.6 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social media, HD video streaming, video calling, multiplayer online gaming
25 Mbps	DSL/VDSL	25 Mbps downstream/5	24.85 Mbps downstream/4.95	16-18ms	16-18ms	Email, Web Browsing,

		Mbps upstream	Mbps upstream			music streaming, social media, HD video streaming, video calling, multiplayer online gaming
25 Mbps	Fiber	25 Mbps downstream/5 Mbps upstream	24.85 Mbps downstream/4.95 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social media, HD video streaming, video calling, multiplayer online gaming
50 Mbps	Fiber	50 Mbps downstream/10 Mbps upstream	48.7 Mbps downstream/9.86 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social media, HD video streaming, video calling, multiplayer online gaming
100 Mbps	Fiber	100 Mbps downstream/10 Mbps upstream	99.45 Mbps downstream/9.86 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social medial, HD video streaming, video calling, multiplayer online gaming
150 Mbps	Fiber	150 Mbps downstream/25	148.8 Mbps downstream/24.9	16-18ms	16-18ms	Email, Web Browsing,

		Mbps upstream	Mbps upstream			music streaming, social medial, HD video streaming, video calling, multiplayer online gaming
200 Mbps	Fiber	200 Mbps downstream/25 Mbps upstream	198 Mbps downstream/24.8 Mbps Upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social medial, HD video streaming, video calling, multiplayer online gaming
1 Gig	Fiber	1000 Mbps downstream/25 Mbps upstream	980 Mbps downstream/24.12 Mbps upstream	16-18ms	16-18ms	Email, Web Browsing, music streaming, social medial, HD video streaming, video calling, multiplayer online gaming

While Peoples provisions its network and equipment to ensure that its customers can enjoy the speeds to which they subscribe, Internet speeds generally result from a "best effort" service and are dependent on a number of variables, many of which are outside the control of an Internet Service Provider. Such variables include: the age and processing capability of the user's terminal device or computer; the number of applications running simultaneously; the presence of viruses or malware; whether the terminal equipment is connected to the network by wire or by wireless; the distance the data packets must travel between the user and the website; the presence of congestion on and technical configuration of any intervening networks; any gating or congestion management schemes employed by websites to limit download or upload speeds in cases where multiple users are served simultaneously. Peoples does not guarantee that a customer will achieve the speeds set forth above at all times. Rather, the foregoing data speeds represent the best information available to Peoples of the typical speeds a customer can expect to experience under normal operating conditions.

Speed tests that allow customers to test the upload, download and latency performance of their broadband data services are available free of charge from a number of sources. Generally, these tests are influenced by the same variables that affect Internet speed set forth above. Accordingly, the speed results would not be expected to match a test of Peoples network conducted under laboratory conditions. Please note, however, that all speed tests use different methodologies to calculate Internet connection speed so each of the tests would be expected to yield different results. Accordingly, each of these tests should be viewed as a helpful guide rather than as a definitive measurement of performance. The following are several sites, unaffiliated with Peoples, that provide speed testing:

> **www.speedtest.net**
> **https://speedof.me/**
> **http://www.dslreports.com/speedtest**

III. NETWORK MANAGEMENT

Peoples utilizes a fully redundant network architecture that is designed to provide users with true broadband speeds and reliability even during times of peak demand. The network has been constructed to meet projected traffic demands and is fully scalable to allow for capacity to be added to meet customer needs and to support newly developing and increasingly sophisticated applications well into the future. However, congestion can occur on any IP network, and, when it does, packets can be delayed or dropped, leading to service degradation and delays.

Peoples employs a protocol agnostic congestion management policy that does not discriminate against particular applications. Users remain free to access the websites of their choice and run the applications of their choice consistent with the AUP. However, in cases where demand exceeds capacity, it is possible that the data traffic of any user could be delayed.

Peoples does take measures to protect its network and ensure that its AUP is enforced. For example, Peoples has deployed measures to prevent spam, viruses, and other malware and to monitor and prevent denial of service attacks. GreyMail software is used to protect our customers from spam, viruses, and other malware. This software is continually monitored and updated with the latest prevention patches available.

 With respect to fixed broadband services, users may generally attach the devices of their choice and run the applications of their choice, subject to the limitations of their data plan and the terms of their service agreement and AUP. While many devices such as Bluetooth and WiFi cards, laptops, notebooks and tablets are readily available from third party sources, such as consumer electronics retailers, other devices, such as DSL modems will be provided by Peoples. Users are advised to contact Peoples technical support at 866-681-2085 before purchasing any third party equipment to ensure compatibility with the network. Peoples is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users.

All users are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the actions of such third parties that gain unauthorized access to the network through unsecured end user equipment.

IV.   COMMERCIAL TERMS

See Pricing Sheet - **https://peoplestelecom.net/internet/**

We collect information about your use of our products and services. Information such as network traffic data, service options you choose and other similar information may be used for billing purposes, to deliver and maintain products and services, or to help you with service-related issues or questions. In addition, subject to any legal restrictions that may apply, this information may be used for other purposes such as providing you with information about product or service enhancements, determining your eligibility for new products and services, and marketing to you based on your use of your products and services. This information may also be used to: (1) manage and protect our networks, services and users from fraudulent, abusive, or unlawful uses; and (2) subject to consent practices described in this policy, help us improve our services, research and develop new products, and offer promotions and other services.

If you subscribe to Peoples Internet access services, we may automatically measure and monitor network performance and the performance of your Internet connection to improve your, or our, overall service levels. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support. Peoples will not gather information from your use of our Internet access services to direct customized advertising specifically to you based on your visits over time and across different non-Peoples websites, unless we first provide you with notice of our plan and obtain your affirmative consent.

Please note that Peoples is not responsible for information, content, applications or services provided by others. Before you access, use, link to or download a service or application on your computer or wireless device, you should review the associated terms of service and privacy policy. Personal information you submit in those contexts may be read, collected or used by the service or application provider and others associated with these forums in a manner different from that described here.

Information Provided to Us by Third Parties

When you apply for service with us, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions.

Peoples obtains information from outside companies that collect consumer information such as demographic and interest data. We use this data and combine it with other information we have about you to help us predict customer preferences and to direct marketing offers that might be more relevant to you.

We may also obtain contact information and other marketing lead information from third parties, and may combine it with information we have to contact you or direct Peoples marketing offers to you.

<u>Cookies</u>:

A cookie is a small data string that is written on your computer hard drive by a web server. (A web server is the computer that hosts a website and responds to requests received from your computer). Cookies can play an important role in providing a good customer experience using the web, such as enabling a website to maintain information when a user's web browser requests a series of web pages.

Cookies generally hold information, including data strings that contain a unique user ID which allow websites, including Peoples websites, to customize your experiences on the sites and gather information about your navigation of the sites. Information gathered from cookies also helps us understand how our sites are performing and provides website usage information to support customizing and improving our sites and their messaging and advertisements.

You can manage cookies by using features and functions available on most Internet browsers. For example, most browsers will allow you to choose what cookies can be placed on your computer and to delete or disable cookies. You can find instructions for managing cookie controls on websites for particular browsers.