OECONNECT, LLC. – NETWORK MANAGEMENT DISCLOSURE

Network Management Disclosure
Company Name: OEConnect, LLC.
FRN: 0027468826
Effective Date: 06/03/2021 (New Disclosure)
Amended Date: 07/29/2024

Consistent with FCC regulations,[1] OEConnect LLC., referred to as "OEConnect", provides this information about our broadband Internet access service. We welcome questions or comments about this information, including any questions about any portions that you do not understand. You may contact us at +1 (607) 293-6622.

NETWORK PRACTICES:

General description. We provide a variety of Internet offerings to our residential and business customers over our broadband network and through other communications facilities connecting to the Internet. OEConnect primarily provides fiber to the home (wired) services. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. We use various tools and techniques to manage our network, deliver our service, and ensure compliance with our Acceptable Use Policy and our Terms and Conditions of Service. We also contract with one or more third-party companies for certain network monitoring and management services. Our network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious traffic and preventing the distribution of viruses or other harmful code or content and using other tools and techniques in order to meet our goal of delivering the best possible Internet experience to our customers. Our network management practices do not target any specific content, application, service or device. As network management issues arise and as technology develops, we may employ additional or new network management practices.

We will update these disclosures as necessary.

Blocking. OEConnect does not engage in any practice, other than reasonable network management disclosed herein, that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices.

Throttling. OEConnect does not engage in any practice, other than reasonable network management disclosed herein, that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

Affiliated or Paid Prioritization. OEConnect does not engage in any practice that directly or indirectly favors some Internet traffic over other traffic to benefit an affiliate or in exchange for consideration, monetary or otherwise.

Congestion management. This section describes our network management practices used to address congestion on our network.

Congestion management practices used.
Network monitoring. We monitor our network for utilization trends. We receive regular reports showing changes in network traffic and congestion. We use this information to plan increases in available bandwidth, port additions or additional connectivity to the Internet. Should new technologies or unforeseen developments in the future make it necessary to implement an active congestion management program, we will update these disclosures and otherwise notify our customers of the scope and specifics of this program.

Potential heavy bandwidth users. We produce internal reports showing end user usage for identification and management of potential heavy bandwidth users. OEConnect may contact these customers whose bandwidth usage is considered excessive to verify issues such as illegal downloads, DDoS, etc. If downloads are for legal purposes, we try to help those customers find an Internet plan that better suits their needs. If a reasonable solution is not found and usage remains excessive, OEConnect reserves the right to limit, suspend, or terminate the high-volume user's Internet service.

Types of traffic affected**.** Our congestion management practices do not target any specific content, applications, services, or devices, or otherwise inhibit or favor certain applications or classes of applications.

Purpose of congestion management practices**.** Our broadband Internet network is a shared network. This means that our customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and speeds for all users. Our congestion management practices serve to:
- Help us adapt and upgrade our network to maintain or improve network performance as demand for our broadband Internet network increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high-definition video.
- Help us identify potential heavy bandwidth users.

Congestion management criteria.
Network monitoring. Our network monitoring provides data to help us plan upgrades to our network, equipment, technology, and connectivity to the Internet. As demand for our Internet service increases, and as demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary.

Potential heavy bandwidth users. We, in our sole reasonable discretion, determine the criteria for data consumption that is not characteristic of a typical residential user of OEConnect Internet broadband access service.

Effects on end user experience. Because our broadband Internet network is a shared network, periods of high network demand may result in Internet traffic congestion. End users may experience reduced bandwidth or speed during these times. Although we work to engineer and implement solutions to eliminate congestion that affects the end user experience, new technologies or unforeseen developments may require implementation of an active congestion management program. Should it become necessary in the future to implement such programs, OEConnect will notify its customers of the program and the criteria under which this congestion management will be implemented.

Application-Specific Practices. This section discloses any application-specific practices we use, if any.

Management of specific protocols or protocol ports. To protect the security of our network and our customers, we may block known hostile ports. In such cases, we may block that specific port until the attack ceases, at which time we remove the block.

Modification of protocol fields. Not applicable

Applications or classes of applications inhibited or favored. Not applicable

Device Attachment Rules. This section addresses any limitations on attaching lawful devices to our network.

General restrictions on types of devices to connect to network. We place no general restrictions on lawful devices that a customer may connect to our network, so long as the device is: (i) compatible with our network; and (ii) does not harm our network or other users. Our broadband Internet service works with most PCs and laptops including Macs, and other Internet compatible devices like game systems and Internet-enabled TVs. If a password-protected wireless router is connected to our broadband Internet service, wireless Internet compatible devices properly connected to the router including computers, tablets, smartphones, and other devices can connect to our network. If a customer or potential customer believes they have an unusual configuration, our customer service department will help determine if there is a compatibility problem.

Optical Network Terminal. Our OEConnect Fiber broadband Internet service requires connection of an optical network terminal to our network. You obtain an optical network terminal from us.

Wireless Internet Customer Premise Equipment. Our OEConnect wireless Internet service requires connection from specific wireless customer premise receivers to our network. You can obtain wireless premise equipment from us.

Network and End User Security. This section provides a general description of the practices we use to maintain security of our network. We use a number of tools and techniques to protect our network and end users from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to customer email accounts.

Practices used to ensure end user security, including triggering conditions.
Virus and Spam filtering: . We use industry standard virus scanning and prevention techniques only on Gigaspire modem service offerings to filter email and website traffic for virus activity and Spam.

Practices used to ensure security of the network, including triggering conditions.
Virus and Spam filtering: Our email and website traffic is not filtered for virus activity or Spam. Spam is not quarantined, however the email customer has the option to delete.

Hostile port blocking: We do not currently block known hostile ports to prevent unwanted files, browser hacking and virus attacks but we would do so if necessary to protect our network and customers.

PERFORMANCE CHARACTERISTICS:

General Service Description. Our broadband Internet service allows a customer to connect an Internet-enabled device through either a wired or wireless connection. Our OEConnect fiber broadband Internet access service includes wiring and an optical network terminal. Our OEConnect fixed-wireless broadband Internet access service includes wiring and an antenna. Our broadband Internet access service enables residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet.

No Internet service provider can guarantee a specific speed at all times – the actual speed a customer will experience while using the Internet depends on a variety of conditions. These can include the customer's computer, the customer's home network configuration, or the performance of the website visited.

Service technology.
We deliver our OEConnect Fiber to the Premise broadband Internet service over our Fiber network using Active Ethernet or Gigabit-Capable Passive Optical Network. Customers subscribing to our Fiber service access our network using optical network terminals. To connect from our network to the Internet, we use fiber access equipment that acts as a gateway to the Internet for our customers. This is a shared network, which means that our customers share upstream and downstream bandwidth.

Expected and actual speeds and latency.
Expected performance. We offer customers a variety of broadband Internet service levels. We provide a description of the expected maximum transfer speeds associated with each service level for both residential and business services on our website.

Speed. The speeds we identify for each broadband Internet service level are the maximum upload and download speeds that customers are likely to experience. We provision our customers' modems and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, or service, radios inside customer wireless devices, distance from OEConnect's wifi router, and more.

Latency. Latency is another measurement of Internet performance. Latency is a term that refers to the time it takes for information to travel between your computer and your Internet destination. High latency occurs when the time it should normally take for the information to make the trip becomes abnormally long. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. Most applications, such as email and websites, work well despite average latency. Highly interactive applications, such as multi-player games, do not work well with higher latency. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your

packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

COMMERCIAL TERMS:

Prices. Monthly prices for our residential and business broadband Internet access services are available by calling +1 (607) 293-6622.

Fees for early termination. An early termination fee may be charged if a customer disconnects while under a contracted agreement with OEConnect.

Privacy Policies. We collect and store information from many sources as it relates to providing and maintaining service to our customers. Individually identifiable customer information, including usage data obtained in our role as your broadband Internet access service provider is only used to provide the service, improve your use of the service, manage our network, or as otherwise required or authorized by law.
We do not disclose individually identifiable broadband Internet access service customer or use information to third parties except: (i) as necessary to provide our broadband Internet service and to manage our network; or (ii) in response to law enforcement requests, subpoenas, court orders, or as otherwise required or authorized by law. For more information on our additional broadband Internet access subscriber privacy policies, please visit our OEConnect Privacy Notice on our website.

End user complaints and questions. End users with complaints or questions relating to the OEConnect Broadband Service or these disclosures should contact +1 (607) 293-6622.