

Service Electric Cablevision, Inc.
Broadband Internet Service Performance, Terms, and
Network Management Disclosure
January 2017

This disclosure explains the performance characteristics, commercial terms, and network management practices for broadband internet services provided by Service Electric Cablevision, Inc. (“SECV” or the company). SECV provides its broadband internet service in conjunction with PenTeleData (“PTD”), which is an affiliated partnership that provides internet as well as technical support services for SECV and its customers. This disclosure may be changed at any time without notice. It is not a contract between SECV and its customers or any users of the service provided by SECV. This disclosure neither obligates SECV to provide any specific level of service nor to maintain any level of service or network configuration, and it creates no rights that are not already available to a customer or user by law or under any agreement with SECV.

Performance Characteristics

SECV offers the following tiers of service:

Tier	Average Download Speed	Average Upload Speed	Average Latency
200M x 15M	201.35 Mbps	14.86 Mbps	7.67ms
75M x 7M	74.11 Mbps	6.96 Mbps	8.58ms
40M x 4M	39.81 Mbps	4.55 Mbps	8.08ms
15M x 2M	14.87 Mbps	2.01 Mbps	8.17ms

The average download speeds, average upload speeds, and average latencies reported above are based on internal SECV speed tests using Ookla servers and software conducted over a 24-hour period during peak time from 7:00 p.m. to 11:00 p.m. Speeds available to an individual customer at any given time may vary and are dependent upon a number of factors. Customer speeds also may be affected by network management practices, as described below.

SECV internet service may be provided by direct fiber connection to some businesses, but for most residential and commercial locations we use DOCSIS cable modem technology running on a hybrid fiber-coaxial cable (“HFC”) architecture.

SECV’s HFC network uses coaxial cable connecting each subscriber’s cable modem to an Optical Node, and fiber optic cables connecting the Optical Node, through distribution hubs, to the Cable Modem Termination System (“CMTS”), which is also known as a “data node.” The CMTS’s are then connected to higher-level routers, which in turn are connected to PTD’s Internet backbone facilities. Each CMTS has multiple “ports” that handle traffic coming into and leaving the CMTS. In particular, each cable modem deployed on the SECV network is connected to the CMTS through the ports on the CMTS. These ports can be either “downstream” ports or “upstream” ports, depending on whether they send information to cable modems (downstream) or receive information

from cable modems (upstream) attached to the port. Both types of ports can experience congestion that could degrade the broadband experience of our customers.

Based on the speed and latency characteristics of the service, it is suitable for real-time applications such as voice and video under normal operating conditions. SECV's internet service is designed to be a low latency, 'always on' service ideal for a wide variety of demanding internet applications, including real-time applications such as gaming, work-at-home, video streaming, plus the standard web browsing, e-mail, photo uploads, *etc.* Network maintenance occasionally is necessary to insure that our network technology grows to meet the increasing demands of our customers. Network maintenance generally is infrequent, brief, and usually conducted between the hours of 2:00 a.m. and 6:00 a.m.

SECV also offers specialized services using its network facilities, including voice telephone service, video service, private line services and telemedicine. As SECV's network currently is configured, these services and broadband Internet service are provided over portions of the available bandwidth. Due to the sensitive nature of phone traffic, however, voice receives special prioritization. This ensures that 911 calls have special priority over web browsing, for example. Voice traffic and voice traffic prioritization have no significant impact on SECV's broadband internet service. SECV may change the allocation of bandwidth at any time in the future, which could either increase or decrease the bandwidth available for broadband internet access.

Terms and Conditions

The following are the pricing terms for the broadband Internet access services SECV currently offers.

Tier	Monthly Price*	Usage-Based Fees**	Early Termination Fees
200M	\$119.95	\$10 per 50 GB over 2000 GB allowance	None
75M	\$79.95	\$10 per 50 GB over 1000 GB allowance	None
40M	\$69.95	\$10 per 50 GB over 750 GB allowance	None
15M	\$59.95	\$10 per 50 GB over 500 GB allowance	None

* Monthly price does not include discounts available for bundled services. Check www.secv.com for services and pricing available in your area.

**If customer exceeds monthly data usage limits three (3) times within a twelve (12) month period and doesn't upgrade to an appropriate High Speed Internet Tier, customer will be charged \$10 monthly for each 50 GB of data or portion thereof used beyond that allowed under the High Speed Internet Tier to which the customer subscribes.

The price for each service tier includes broadband Internet access, up to 5 email accounts, unlimited technical and customer support, online account management, Usenet Newsgroup access (including 10 GB transfers monthly), an internet pop-up ad stopper, e-mail virus protection, spam filtering, voice mail, and PTD Unleashed Wi-Fi hot spot access.

Customers may purchase equipment required to use the service, such as a cable modem, from third parties or may rent the equipment from SECV. The customer is required to register the modem's MAC address to activate service.

SECV's services are subject to the company's High Speed Internet Service Agreement. This agreement limits the company's liability for service outages and other service-affecting conditions and requires customers, among other things, to pay for the services they purchase, to use the service for lawful purposes, to comply with the company's acceptable use policy, and to return any rented equipment in good condition once they no longer are purchasing service. Customers should read the complete agreement before purchasing services from the company. The standard customer agreement may be changed at the company's discretion in accordance with the terms of the agreement. The full agreement is available at:

Birdsboro System: www.secv.com/cdocs/hsi_ca_birds.pdf

Hazleton System: www.secv.com/cdocs/hsi_ca_hazl.pdf

Sunbury System: www.secv.com/cdocs/hsi_ca_sun.pdf

SECV's services are subject to the company's Acceptable Use Policy ("AUP"). The AUP, among other things, prohibits use of the service: (1) for unlawful purposes; (2) to harass or defame other individuals; (3) for commercial purposes (if purchased as a residential customer); or (4) to operate a server at the customer's premises unless the customer specifically has purchased a service that permits such a use. Customers should read the entire AUP before purchasing services from the company. The full Acceptable Use Policy is available at www.ptd.net/policies. The AUP may be changed at the company's discretion, with or without notice.

Privacy Policy

SECV considers the privacy of its subscribers to be very important, and SECV is committed to keeping nonpublic personal information about subscribers secure and confidential. SECV's services are subject to the company's privacy policy. SECV's full privacy policy is available at www.secv.com/cdocs/subscriber_policy_notice.pdf. PTD's full privacy policy is available at www.ptd.net/policies. The privacy policy may be changed at either company's discretion, with or without notice.

Under the privacy policy, SECV or PTD may collect and store data on usage levels and other usage characteristics for internal management purposes, including network design, capacity planning and analysis, and implementation of network management practices. Information the company collects or stores may be subject to disclosure to law enforcement and national security officials with appropriate authorization under state or federal law.

SECV may remotely check your cable modem to the extent necessary for determining whether it is disseminating computer viruses. We may also keep records of research concerning subscriber satisfaction with our services, which are obtained from subscriber interviews and questionnaires. In addition, we may keep records of violations and alleged violations of the Subscriber Agreement and other rules governing your use of our broadband internet service, including, but not limited to, the Acceptable Use Policy. We may sometimes obtain from third parties publicly available information about our subscribers.

The information described in the preceding paragraph is used for purposes such as: sending you pertinent information about our services; maintaining and improving the quality of our services; answering questions from subscribers (*i.e.*, for troubleshooting); ensuring compliance with relevant law and contractual provisions; protecting against

unauthorized use of the services we provide; marketing cable or other services or products in which you may be interested; and for tax and accounting purposes.

PTD's system, in delivering and routing the broadband internet services, may automatically log information concerning internet addresses you contact, and the duration of your visits to such addresses. We do not use or disclose any personally identifiable information that may be derived from these logs for marketing, advertising or similar purposes. We, in providing the broadband internet service to you, also have access to personally identifiable information about you or your account, including the name and address associated with a given IP address or, possibly, one or more e-mail accounts. You have consented, in your Subscription Agreement, to the collection of personally identifiable information as described in this paragraph.

SECV will not release to unrelated third parties information which a customer provided in the customer's Account Application including name, address, credit card numbers, bank account numbers, except for the purpose for which it was provided, or as required by applicable law. For example, SECV or PTD may be required by law to release such information if requested to do so by law enforcement officials, in response to a subpoena or other court order, in case of emergency as determined by Service Electric in its sole discretion, in the event of litigation between SECV and a customer, or the sale or merger of the company; SECV or PTD will use reasonable efforts to notify customers prior to the release of information in response to civil subpoenas and court orders pursuant to applicable law.

E-mail Privacy

Neither SECV nor PTD can guarantee the same protection or level of privacy for electronic communications (*e.g.*, e-mail, newsgroup postings, private electronic conversations, *etc.*) as assured by the United States Post Office. Customers should assume that other persons may be able to view any and all communications passed on or through SECV's systems or systems directly accessible through SECV.

Network Management Practices

The following describes SECV's network management practices of as of the date this disclosure was prepared, and will be updated from time to time as practices are changed. The company reserves the right to take any appropriate measures, whether or not they are described below, in response to extraordinary levels of usage, denial of service attacks, or other exigent circumstances that have a significant effect on our customers' ability to obtain service or the company's ability to provide service.

Congestion Management Practices

SECV's primary methods of managing network congestion are its multiple tiers of broadband internet access and associated data plans, which limit speeds and data usage based upon subscription level. SECV does not throttle the speeds of its service in response to heavy use by a customer or customers. SECV, however, does monitor data usage at all hours, and its customers have agreed to ensure that their activities do not improperly restrict, inhibit, or degrade any other user's use of the service or SECV's

ability to deliver and monitor the service, or SECV network resources. Users that repeatedly violate this policy may be upgraded to a higher level of service, or in rare circumstances have their accounts terminated or suspended. SECV also may expand capacity in response to consistent user demands by splitting nodes or deploying additional CMTS equipment.

SECV has instituted monthly data plans for each of its residential broadband internet accounts. The monthly data plans vary based on the tier to which a customer is subscribed, and are listed below. Monthly data plans are subject to change at any time in SECV's sole discretion.

- 15M x 2M – Total Monthly Data Plan of 500 GB.
- 40M x 4M – Total Monthly Data Plan of 750 GB.
- 75M x 7M – Total Monthly Data Plan of 1000 GB.
- 200M x 15M – Total Monthly Data Plan of 2000 GB.

Application-Specific Behavior

Except for the ports noted below, SECV does not block or rate control specific protocols or applications:

- TCP 25 (Simple Mail Transfer Protocol),
- TCP 80 (Hypertext Transfer Protocol),
- TCP 443 (Hypertext Transfer Protocol over TLS/SSL),
- TCP 445 (Microsoft-DS Active Directory, Windows shares),
- TCP 1080 (SOCKS proxy),
- TCP 6667-6669 (Internet Relay Chat),
- TCP 1433-1434 (MSSQL (Microsoft SQL Server database management system) Server and Monitor),
- TCP & UDP 135-139 (DCE endpoint resolution, Microsoft EPMAP (End Point Mapper), NetBIOS NetBIOS Name Service, NetBIOS NetBIOS Datagram Service, NetBIOS NetBIOS Session Service),
- TCP & UDP 67 (Bootstrap Protocol (BOOTP) Server)

Traffic sent to customers on these ports is blocked for security and network management reasons to minimize customers' computers from being virus-infected through well-known vulnerabilities and to avoid infected or hostile computers from affecting other users' computers. SECV permits Internet Protocol ("IP") traffic only. Other protocols are prohibited absent prior arrangements.

Restrictions on Devices Connected to SECV's Network

SECV does not restrict the devices that can be connected to its network, except that customers are prohibited from connecting devices that cause harm to the network.

Security Practices

SECV seeks to protect customer security by implementing standard security measures, including password requirements for access to customer email and customer account information; limiting access to customer information by customer employees; and maintaining secure servers for customer information and email accounts. Attempts to breach customer information security are addressed based on the nature of the attempt and, depending on the circumstances, responses may include employee discipline, notification to the customer, blocking access to the customer account until security is re-established, or other appropriate measures.

SECV monitors network activity to determine if there have been any security breaches, and responds appropriately to any breaches. Customers must use reasonable security methods to protect SECV's network. If a customer fails to use reasonable security methods and that failure results in damage to SECV's network, responses may include suspending or terminating accounts of any customers responsible for such breaches if SECV determines that termination is necessary to protect its network.

Complaints and Questions

Complaints and questions concerning this disclosure, the company's services and the company's policies can be sent to the company in these ways:

By e-mail: corporateoffice@secv.com

By mail: Service Electric Cablevision, Inc.
PO Box #3173
1115 Brookside Road
Allentown, PA 18104

Options for resolving complaints or disputes and questions from end users under SECV's standard customer agreement, acceptable use policy, and privacy policy are reflected in those documents and should be directed to the specified contacts in them.