

## FCC Network Management Disclosure

WEHCO Video, Inc., and its operating affiliates Cam-Tel Company; Vicksburg Video, Inc.; Resort Television Cable Company, Inc.; Hope Community T.V., Inc.; Prescott Video, Inc.; Longview Cable Television Company, Inc.; Kilgore Video, Inc.; Pine Bluff Cable Television, Inc.; East Arkansas Video, Inc.; White County Video, Inc.; Tahlequah Cable Television Co., Inc.; and Bald Knob Video, Inc. (together, “WEHCO”) are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression. We do not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. The purpose of this disclosure is to make available information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with Part 8 of the Rules of the Federal Communications Commission. This summary disclosure is provided for your convenience and does not replace or alter the legal terms and conditions of service.

### Resolving Complaints and Questions

If you have any questions or concerns about your Internet services, or for technical support, please contact us anytime at 877-733-0545.

### Service Options and Performance

We offer the following Internet service options for residential customers:

Service	Download/Upload Speeds Up To	Email Addresses	Monthly Rate
Residential	16Mbps/2Mbps	5	\$44.95 with Cable; \$54.95 without Cable
Enhanced	25Mbps/2.5Mbps	8	\$78.95 with Cable; \$88.95 without Cable
Turbo	50Mbps/3Mbps	10	\$129.95 with Cable; \$139.95 without Cable

The service speeds described for each of our packages are not guaranteed. Instead, our services should be understood as delivering “as fast as” or “up to” certain speeds. While we engineer our network to achieve the speeds for each of the service tiers we offer, speeds vary as a result of many factors, including but not limited to the following:

1. Performance of a customer's computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses.
2. Type of connection between a customer's computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Customers are responsible for determining whether wireless routers or other equipment are suitable for their services.
3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
4. Congestion. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. Congestion can also occur when our customers served by the same facilities simultaneously request high volumes of data, such as peak usage hours during the evening.
5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.
6. The performance of the cable modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

Actual speed and latency may vary depending upon these and other factors. We generally expect that absent the factors described above, actual performance of our services will be within 80% of the maximum advertised speed. The FCC has reported that customers of coaxial cable-based broadband Internet services experience an average latency of 28 milliseconds, and receive mean download speeds that are within 93% of maximum advertised speeds during non-peak hours and mean download speeds of 85.7% of maximum advertised speeds during peak hours of 7 pm to 11 pm. Additional information about this data is available at [http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring\\_U.S.\\_-Main\\_Report\\_Full.pdf](http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S._-Main_Report_Full.pdf).

Customers may test service speeds using commercial speed tests available online, such as <http://www.broadband.gov/qualitytest/about>. However, all speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. While we do not believe these third party tests reliably measure the speed of your service, if you are consistently testing substantially below your package speed, please contact us for assistance.

Your use of our telephone services does not materially affect your Internet performance. If we deliver other Internet Protocol based services or any specialized or managed services in the future that would likely affect your Internet services, we will provide additional information as appropriate.

## **Usage Allotments**

At this time, our service prices do not vary based upon your total usage of services based upon the quantity of data downloaded and uploaded, although excessive usage and certain high-usage activities are regulated by the Acceptable Use Policy referenced below. Because high levels of usage increase costs and can affect the speed of service received by other customers, we are considering changes to our service plans that would provide a certain quantity of monthly usage free with each package and additional charges for usage beyond such allocations. We believe only a very small number of customers would be affected by such a change. We will revise this disclosure and provide additional notice prior to any implementation.

## **Network Management**

We attempt to block commonly known malware and malicious ports and protocols. In rare cases we may take other corrective action after providing written notice to a customer who has violated the terms of service or who is using traffic in a manner that could harm us, our network, or the experience of other users. Our telephone service traffic is prioritized to ensure voice quality and phone functionality. Except as specifically described above, at this time we do not target specific types of traffic based on their technology or their provider, modify protocol fields in ways not prescribed by the protocol standard, inhibit or favor certain applications or classes of applications, block or manage any specific protocols or protocol ports, or engage in congestion management.

## **Commercial Terms of Service and Privacy Policies**

Your use of the services constitutes an agreement to comply with the terms of our acceptable use policy posted at service posted at [http://www.yourcableinfo.com/docs/WEHCO\\_AUP.pdf](http://www.yourcableinfo.com/docs/WEHCO_AUP.pdf), as it may change from time to time. The service is also subject to the terms of any contract entered by the customer, which may include penalties for early termination of service. We do not store usage data, provide any information about customers' usage to any third party, or engage in deep packet inspection or any other inspection of content or usage data for non-network purposes, except to the extent required by applicable law.

## **Equipment**

You may purchase modems from us, or obtain a compatible DOCSIS modem from a third party.