



## **Internet Transparency Disclosure**

FirstLight strives to provide a high quality, reliable, consistent Internet experience to our customers. We offer dedicated, symmetrical bandwidth and always choose to route Internet traffic via the shortest path available. We have established hundreds of public and private peering points throughout our network to help keep traffic in region and facilitate the lowest latency experience possible for our clients.

FirstLight complies with net neutrality principles and, as such, provides open access to all lawful content without discrimination, restriction or interference.

## **Network Management Practices**

FirstLight does not prioritize packet transmissions on the basis of the packet's content, or the source or destination of the packet. In the event of network congestion or outages, FirstLight may implement reasonable traffic management measures, including network re-routes, that may remain in effect for the duration of the event to minimize impact to the users of our network. Even during outages, FirstLight would endeavor to route the traffic leveraging the shortest path available.

The procedures that FirstLight implements during periods of network congestion or outages may impact latency, bandwidth, jitter, packets transmitted and/or impact other parameters of the Service. FirstLight also has certain contractual rights to restrict, suspend or terminate Customer's use of or access to a Service for specified breaches. Please see our [Acceptable Use Policy](#) to learn more.

Some factors beyond the control of FirstLight, and outside of the FirstLight network, may negatively impact the user experience. These issues may include factors such as third-party website congestion, malicious software, issues with other networks or natural disasters.

**Blocking** –FirstLight does not block lawful content, application or services.

**Throttling** – FirstLight does not impair or degrade access to lawful Internet traffic.

**Affiliated Prioritization** – FirstLight does not favor traffic to the benefit of an affiliate.

**Paid prioritization** – FirstLight does not prioritize certain traffic over other traffic.

**Congestion Management** - FirstLight monitors its network in order to help ensure that our customers have access to all lawful activities, content, sites, and applications on the Internet. We continuously monitor our network for congestion and upgrade the network as needed. It is FirstLight's general philosophy to upgrade backbone links when peak utilization reaches approximately 70%. To address congestion on a customer's link, depending on the specific interface deployed at the customer location, the customer has the capability of scaling up to 100 Gbps.

**Application-specific Behavior** –FirstLight does not block or rate-control specific protocols or protocol ports or otherwise inhibit or favor certain applications.

## **Performance Characteristics**

FirstLight's standard Internet Access service\* is based on dedicated, symmetrical connectivity, leveraging fiber-based Ethernet technology. The service is monitored by our locally-based 24x7 Network Operations Center (NOC) and backed by industry leading Service Level Agreements (SLAs). FirstLight's standard Internet Access service is not a 'best effort' service, as such, our network is engineered such that that both

the download and upload speeds are the same and that the customer's subscribed bandwidth is always available. In addition, FirstLight provides a service that enables customers to burst up to a maximum of three (3) times their committed bandwidth rate or the maximum of their interface or up to 10 Gbps, whichever is less, if the bandwidth is available.

#### Bandwidth

| Interface | Speed              |
|-----------|--------------------|
| FastE     | 5 Mbps – 100 Mbps  |
| GigE      | 100 Mbps – 1 Gbps  |
| 10GigE    | 1 Gbps – 10 Gbps   |
| 100GigE   | 10 Gbps – 100 Gbps |

For more information on FirstLight's Dedicated Internet Access, please click [HERE](#).

#### Commercial Terms

Pricing - Pricing for our services vary. The specific details, including early termination fees, are contained in our [Standard Terms and Conditions](#) or in the Master Services Agreement you executed with FirstLight.

Privacy Policy – FirstLight's Dedicated Internet service is governed by our [Privacy Policy](#).

#### Redress Options

Service Issues: Should a service issue arise, customers can contact FirstLight's 24x7 Network Operations Center (NOC) by calling 1-800-461-4863 or by submitting a trouble ticket by clicking [HERE](#).

Billing Questions: FirstLight has locally-based customer service representatives that can address billing questions and resolve issues regarding your account. You can contact our customer service representatives by calling 1-888-832-4976.

Dedicated Account Teams: FirstLight assigns dedicated accounts teams to support certain businesses and carrier customers. Your assigned account manager is available to answer questions about your solutions and resolve issues to your satisfaction.

#### \* Legacy and Non-Fiber Services

In addition to our standard symmetrical, fiber-delivered services described above, FirstLight offers certain legacy broadband Internet access services, such as asymmetric digital subscriber line ("aDSL") services on a best efforts basis, with asymmetric upload and download speeds, and maximum speeds lower than are available over fiber. Aside from those differences, these services are otherwise managed and provided in accordance with the policies and network management practices described above.