

## **Atlantic Broadband's High Speed Internet Network Management, Service Performance and Terms of Service**

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Atlantic Broadband provides this statement regarding its network management practices, service performance, and terms of service so that our current customers, prospective customers, third-party content providers and other interested parties may make informed choices regarding the broadband Internet access services we offer.

Atlantic Broadband manages its High Speed Internet Network to deliver the best possible broadband Internet experience to all of its customers. We use reasonable network management practices that are consistent with industry standards and the FCC's Open Internet rules. We use tools and technologies that are minimally intrusive. Without effective network management, customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks or degradations of the service. Atlantic Broadband has not established a monthly data usage cap for its customers.

### **Network Management Activities**

Atlantic Broadband uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy (available at: for residential users, <http://www.atlanticbb.com/UsagePolicy.html>, and for business users, [http://www.atlanticbb.com/pdf/SB\\_HSD\\_AUP\\_4-09.pdf](http://www.atlanticbb.com/pdf/SB_HSD_AUP_4-09.pdf)) and the Customer Agreement for residential and business Services (available at: for residential users, [http://www.atlanticbb.com/Web\\_ABB\\_HSI\\_Sub\\_Agree.htm](http://www.atlanticbb.com/Web_ABB_HSI_Sub_Agree.htm) and for business users, [http://www.atlanticbb.com/pdf/SB\\_HSD\\_Subscriber\\_Agreement\\_4-09.pdf](http://www.atlanticbb.com/pdf/SB_HSD_Subscriber_Agreement_4-09.pdf)). Network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content and using other tools and techniques that Atlantic Broadband may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

Atlantic Broadband has not established a monthly data usage cap for its customers. We do monitor usage, however, and we regularly review accounts with uncommonly high usage relative to all other accounts to ensure that such accounts have not been subjected to cloning, unauthorized access, other security breach, business use or unlawful activity. As part of our review, we may contact account holders to inquire about usage and may take or require actions to correct problems such as security, class of use or unlawful activity.

### **Content Access**

Atlantic Broadband provides its customers with full access to all lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Atlantic Broadband uses industry standard tools and generally accepted best practices and policies to help it meet this customer commitment. In cases where these tools and policies identify certain online content as harmful and unwanted, such as spam or phishing websites, this content is usually prevented from reaching customers. Atlantic Broadband limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Atlantic Broadband's servers in order to protect them against Denial of Service (DoS) attacks. The exact rate limits are not disclosed in order to maintain the effectiveness of these measures.

## Network Traffic

Atlantic Broadband does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current network management practice. Atlantic Broadband also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, Atlantic Broadband blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

## Limitations on Devices that Can Be Attached

An approved cable modem device is required for the use of the Atlantic Broadband High Speed Internet Service. It must pass CableLabs certification, UL certification, FCC certification, and Atlantic Broadband device testing covering things like DOCSIS performance and integration with Atlantic Broadband's network and systems to be used on the network. This type of modem is available from Atlantic Broadband and is also commercially available in all customer locations. Parties interested in Atlantic Broadband cable modem testing should contact the company at [HSIsupport@atlanticbb.com](mailto:HSIsupport@atlanticbb.com).

Atlantic Broadband does not limit the lawful devices that can be attached to a cable modem and used with Atlantic Broadband's broadband services, *PROVIDED* that the user complies with Atlantic Broadband's applicable acceptable use policy (For residential users, <http://www.atlanticbb.com/UsagePolicy.html>, and for business users [http://www.atlanticbb.com/pdf/SB\\_HSD\\_AUP\\_4-09.pdf](http://www.atlanticbb.com/pdf/SB_HSD_AUP_4-09.pdf) and terms of service for residential users, [http://www.atlanticbb.com/Web\\_ABB\\_HSI\\_Sub\\_Agree.htm](http://www.atlanticbb.com/Web_ABB_HSI_Sub_Agree.htm); and for business users, [http://www.atlanticbb.com/pdf/SB\\_HSD\\_Subscriber\\_Agreement\\_4-09.pdf](http://www.atlanticbb.com/pdf/SB_HSD_Subscriber_Agreement_4-09.pdf).

## High Speed Internet Products and Services Information

High Speed Internet product descriptions, requirements and pricing are listed below and can also be found at [http://www.atlanticbb.com/pop\\_findservices.asp?site=atlantic](http://www.atlanticbb.com/pop_findservices.asp?site=atlantic)

### **Residential - all speeds shown in Mbps**

	Markets:	All Markets, except those listed in charts below.		
		Download	Upload	Price
Starter		1	0.256	\$34.95
Preferred		5	0.768	\$50.95
MAX		10	1	\$60.95
MegaMAX		15	1.5	\$54.99

	Markets:	Johnstown, Altoona, Aiken Proper (excludes low country) Uniontown (12/13/2011)		
		Download	Upload	Price
Starter		1	0.512	\$34.95
Preferred		8	1	\$50.95
Express		20	2	\$54.99
Unleashed		40	3	\$69.99

	Markets:	Low Country		
		Download	Upload	Price
Starter		1	0.256	\$32.95
Preferred		6	0.768	\$49.95

MAX	10	1	\$59.95
MegaMAX	15	1.5	\$54.99

Markets: Middletown (Delaware)

	Download	Upload	Price
Starter	1	0.256	\$34.95
Preferred	8	0.768	\$50.95
MAX	16	1	\$60.95
MegaMAX	18	1.5	\$54.99

Markets: Miami

	Download	Upload	Price
Starter	1	0.256	\$38.95
Preferred	8	0.768	\$54.95
MAX	12	1	\$72.45
MegaMAX	16	1.5	\$54.99

**Commercial / Small Business - all speeds shown in Mbps**

Markets: All Market, except those listed in charts below.

	Download	Upload	Price
Economy - Dynamic IP	1	0.512	\$43.42
Business - Dynamic IP	5	0.768	\$61.89
Business - Static IP	5	0.768	\$86.19
Power - Dynamic IP	10	1	\$108.62
Power - Static IP	10	1	\$141.23
Advantage - Static IP	15	1.5	\$271.64

Markets: MD/DE

	Download	Upload	Price
Business - Dynamic IP	5	0.768	\$62.95
Business - Static IP	5	0.768	\$89.25
Power - Dynamic IP	10	1	\$104.95
Power - Static IP	10	1	\$146.95
Advantage - Static IP	15	1.5	\$236.25
Premium - Static IP	18	1.5	\$314.85

Markets: Miami

	Download	Upload	Price
Economy - Dynamic IP	3	0.512	\$49.95
Economy - Static IP	3	0.512	\$69.95
Business - Dynamic IP	5	0.768	\$59.95
Business - Static IP	5	0.768	\$84.95
Power - Dynamic IP	12	1.2	\$69.95
Power - Static IP	12	1.2	\$89.95
Advantage - Static IP	18	1.5	\$149.95

Markets: Johnstown, Altoona, Aiken Proper (excludes low country) Uniontown (12/13/2011)			
	Download	Upload	Price
Basic - Dynamic IP	3	0.512	\$49.99
Performance - Dynamic IP	8	1	\$69.99
Premier - Dynamic IP	20	2	\$99.99
Ultra - Static IP	30	3	\$139.99
Elite - Static IP	50	3	\$269.99

Markets: Low Country			
	Download	Upload	Price
Economy - Dynamic IP	1	0.512	\$49.95
Economy - Static IP	1	0.512	\$69.95
Business - Dynamic IP	5	0.768	\$59.95
Business - Static IP	5	0.768	\$84.95
Power - Dynamic IP	10	1	\$69.95
Power - Static IP	10	1	\$89.95
Advantage - Static IP	15	1.5	\$149.95

Atlantic Broadband provides its customers with a performance speed test to ensure the quality of our service delivery. This industry standard test is installed on the Atlantic Broadband network and is available at any time without charge at <http://speedtest.atlanticbb.net> . Internal testing has shown the mean down and upload speeds are as follows:

## Residential

### Cable Modem

### Mean

1Mbps Down \ .512Mbps Up	1.1Mbps Down \ .523Mbps Up
5Mbps Down \ .768 Up	5.4Mbps Down \ .796Mbps Up
10Mbps Down \ 1Mbps Up	10.66Mbps Down \ 1Mbps Up
15Mbps Down \ 1.5Mbps Up	15.4Mbps Down \ 1.57Mbps Up
20Mbps Down \ 2Mbps Up	20.5Mbps Down \ 2.1Mbps Up
40Mbps Down \ 3Mbps Up	40.79Mbps Down \ 3.25Mbps Up

## Commercial

### Cable Modem

### Mean

3Mbps Down \ .512Mbps Up	3.1Mbps Down \ .568Mbps Up
8Mbps Down \ 1Mbps Up	8.3Mbps Down \ 1Mbps Up
20Mbps Down \ 3Mbps Up	20.5Mbps Down \ 3.2Mbps Up
30Mbps Down \ 3Mbps Up	31Mbps Down \ 3.3Mbps Up
50Mbps Down \ 3Mbps Up	51Mbps Down \ 3.3 Mbps Up

## Customer Information Privacy and Security

Atlantic Broadband offers computer network security tools for its customers at [www.atlanticbb.net](http://www.atlanticbb.net) under the My Atlantic Broadband tab. Atlantic Broadband also maintains the privacy and security of all customer network traffic as described above and in accordance with

the Atlantic Broadband privacy policy available online at [http://www.atlanticbb.com/Web\\_ABB\\_HSI\\_Privacy\\_Pol.htm](http://www.atlanticbb.com/Web_ABB_HSI_Privacy_Pol.htm).

**Additional Information**

For more information or to file a complaint about Atlantic Broadband's network management practices please contact [HSIsupport@atlanticbb.com](mailto:HSIsupport@atlanticbb.com).

If any information found within our policies and agreements located on [www.atlanticbb.com](http://www.atlanticbb.com) are inconsistent with this network management disclosure, this disclosure controls.