

## Network Management Policies and FCC Disclosures

Loop Telecom Pennsylvania LLC (“Loop”) is committed to providing you quality broadband 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. In accordance with Federal Communications Commission (“FCC”) rules, Loop makes the following information available to enable you to make informed choices regarding the purchase and use of Internet services.

### Service Offerings and Performance

Loop provides residential and business customers with a variety of high-speed internet service plans offered over its fiber network, which can be found on our website: <https://loopinternet.com>.

#### *Speed.*

Each of our plans are described as offering “up to” a specific speed because we cannot guarantee that you will always experience your plan’s listed speed. While Loop engineers its network to achieve the speeds listed for each service plan, the speeds you experience at your location, and from time to time, and depending on the content you send and access, may vary depending on variables outside of Loop’s control, as described below. However, based on our internal testing, we estimate that customers for each plan will typically be able to send or receive data at the following speeds when using a wired connection to our gateway.

<u>Symmetric Service Plan</u>	<u>Typical Speed (Upload and Download)</u>
30 Mbps	28 Mbps
50 Mbps	48 Mbps
100 Mbps	97.7 Mbps
150 Mbps	146.7 Mbps
250 Mbps	253 Mbps
350 Mbps	343 Mbps
500 Mbps	489 Mbps
600 Mbps	587 Mbps
1 Gbps	977 Mbps
2 Gbps	1.91 Gbps
5 Gbps	4.73 Gbps
10 Gbps	9.78 Gbps

1. Type of connection between your devices and the network. For example, your directly connected our gateway via an Ethernet connection will generally experience faster speeds than devices connected through Wi-Fi, and Wi-Fi connections will vary based upon the distance from the gateway, the thickness and material of walls between the device and the gateway, and the volume of simultaneous traffic in your location.
2. Performance of your computer, tablet, smartphone and other devices including its age, processing capability, operating system, the number of applications running simultaneously, and the presence of any malware or viruses.
3. The distance that information packets travel between your devices and the site with which you are communicating can vary based on the number and quality of the networks involved in the

packets' transmission path. Internet traffic may traverse multiple providers' networks before reaching its destination. The limitations of those networks can affect the speed of a connection.

4. 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 visitors efficiently. Data hosts may limit the speeds at which you can access and download content.

The use of our telephone services will not materially affect your internet performance. However, if Loop delivers 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.

*Latency.* Typical latency that customers of each of our service plans can expect when using a wired connection to our gateway for each is estimated at 8 milliseconds. Latency measures the amount of time from when a data packet is sent by a user over the network to when a response back to the user is received. Latency on all-fiber networks such as ours is usually better than other types of communications networks. Latency will typically be lower when accessing content from content delivery networks (CDNs) and cloud platforms that provide shorter communications paths to Internet service providers, and are typically higher when accessing other types of content and communications.

## **Network Management**

*Blocking.* Loop does not block or otherwise prevent our customers from accessing lawful content, applications, or services, or from using non-harmful devices. Loop does attempt to block commonly known malware and malicious ports and protocols and prevent the distribution of malware, phishing, viruses, and other harmful code or content.

*Throttling.* Loop does not degrade or impair any access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device. If service congestion occurs, your service speed may be temporarily reduced; however, no actions would be directed based upon the content or applications you are accessing, and we expect such instances would be uncommon and brief.

*Prioritization.* Loop does not engage in any practice that directly or indirectly favors any of our affiliates' traffic over other traffic, or that directly or indirectly favors some traffic over other traffic in exchange for consideration, monetary or otherwise. At times, voice traffic may be prioritized over other internet traffic to minimize the potential impact on critical, emergency communications.

*Congestion Management.* Loop uses reasonable network management practices that are consistent with industry standards for fiber-based internet service providers. These practices may include monitoring internet edge core and backbone links and taking action to increase capacity when usage exceeds predetermined capacity thresholds and employing standard practices for congestion management.

*Application-Specific Behavior.* Loop does not inhibit or favor certain applications or classes of applications, nor do we block or rate-control specific protocols or protocol ports (except to defend against malicious attacks and identity theft) or modify protocol fields in ways not prescribed by the protocol standard. As a Loop customer, you will have access to all the lawful content, services, and applications available on the internet.

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

Your use of Loop's services constitutes an agreement to comply with our Terms of Service and Privacy Policy as posted on our website. Loop may restrict, suspend, or terminate service to enforce these policies and protect our network and the experience of other users. The service is also subject to the terms of any contract you enter into with Loop, which may include penalties for early termination of service.

### **Equipment**

You may use a compatible router from a third party, provided that any attachment you use does not harm our network or cause interference to other users. Note, every router may not be capable of fully delivering the purchased internet speed. Residential customers may not connect any type of server to their service.

### **Resolving Complaints and Questions**

If you have any questions or concerns about your internet services, please contact us at [info@loopinternet.com](mailto:info@loopinternet.com) or (888)-808-5667.