

MILLENIUM TELECOM, LLC d/b/a ONESOURCE COMMUNICATIONS

BROADBAND INTERNET SERVICE DISCLOSURES

Consistent with FCC regulations,¹ OneSource Communications (OneSource) provides this information about our broadband Internet access services. Our broadband Internet access services include our “High Speed Internet” service offered through four technologies:

- Wireline Cable Modem (“Cable Modem”)
- Wireline Digital Subscriber Line (“DSL”)
- Wireline Fiber-to-the-Home (“FTTH”)
- Fixed wireless service (“Fixed Wireless”)

We provide each of these High Speed Internet services through the network that we own and manage. You may contact us at (817) 745-3000 or use our website Customer Support link for our Internet services, available at: <http://www.1scom.com/internet.aspx> to submit any questions.

NETWORK PRACTICES

General description. We provide a variety of Internet service offerings to our residential and business customers. We provide the service over our broadband network and through third party fiber optic lines connecting to the Internet. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable, nondiscriminatory network management practices to improve overall network performance to ensure a high-quality online experience for all users. Our network management practices do not target any specific content, application, service, or device. As network management issues arise, and as technology develops, we may employ additional or new network management practices. We will update these disclosures as necessary.

Related documents and disclosures. Use of our Internet service is also governed by:

- OneSource Terms and Conditions, available at: <http://www.1scom.com/InternetTermsandConditions%200410.pdf>.
- OneSource Acceptable Use Policy, available at: <http://www.1scom.com/InternetTermsandConditions%200410.pdf>.
- OneSource Participant Disclosure, available at: <http://www.1scom.com/InternetTermsandConditions%200410.pdf>.

Congestion Management. We describe in this section network management practices used to address congestion on our network.

Network monitoring. We monitor our network for utilization trends. We receive regular reports showing changes in network traffic and congestion. We use this information to plan increases in bandwidth available, port additions, or additional connectivity to the Internet. We place no bandwidth caps on customers’ use of Internet services.

¹ 47 CFR 8.3 and *In re: Preserving the Open Internet, Broadband Industry Practices, Report and Order*, 22 FCC Rcd 17905 (2010).

Types of traffic affected. Our congestion management practices do not target any specific content, application, service, or device.

Purposes of congestion management practices. Our network is a shared network. This means that our customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and speeds for all users. Our congestion management practices serve to:

- Help us adapt and upgrade our network to maintain or improve network performance as demand for our Internet service increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high definition video.

Congestion management criteria. Our network monitoring provides data to help us plan upgrades to our network, equipment, technology, and connectivity to the Internet. As demand for our Internet service increases, and as demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary. We have not established specific criteria to govern our upgrade decisions.

Effects on end user experience. As a result of our network monitoring practices, we are able to plan upgrades to our network resulting in fewer instances of Internet traffic congestion. Despite our efforts, there may be times that peak periods of high network demand result in Internet traffic congestion. During those times, we encourage our customers to contact customer support to resolve the issue.

Typical frequency of congestion. Although infrequent because of our efforts to monitor and upgrade our network to accommodate customers' demands for increased bandwidth, congestion may occur during periods of peak demand for higher bandwidth applications. We encourage our customers to contact customer support to remedy any issues they experience with Internet traffic congestion.

Application-Specific Practices. This section discloses any application-specific practices we use, if any.

Management of specific protocols or protocol ports. Not applicable.

Modification of protocol fields. Not applicable.

Applications or classes of applications inhibited or favored. Not applicable.

Device Attachment Rules. This section addresses any limitations on attaching lawful devices to our network.

General restrictions on types of devices to connect to network. We place no general restrictions on lawful devices that a customer may connect to our network, so long as the device is: (i) compatible with our network; and (ii) does not harm our network or other users. Our High Speed Internet service works with most types of PCs and laptops including Macs, and other Internet compatible devices like game systems and Internet-enabled TVs. If a customer or potential customer believes they have an unusual configuration, our customer service department will help determine if there is a compatibility problem.

Certain minimum computer configurations and devices are required to connect to our network for High Speed Internet service. The specific configuration and equipment varies with the type of service.

Minimum computer configurations.

DSL, Cable Modem, and FTTH. For optimum performance using our Cable Modem, DSL, and FTTH broadband Internet services, we recommend a customer's computer meet the minimum configurations specified on our website, available at: http://www.1scom.com/residential_internet.aspx and http://www.1scom.com/business_internet.aspx.

Fixed Wireless. For our Fixed Wireless Internet service, we recommend a customer's computer meet the minimum configurations specified on our website, available at: http://www.onesourcewireless.net/residential_services.aspx and http://www.onesourcewireless.net/business_services.aspx.

Equipment.

DSL Equipment. To use our High Speed Internet service delivered via DSL, customer must have a DSL modem. The customer connects a computer or other Internet enabled device to the modem through a Network Interface Card (NIC) for a wired connection. Some DSL modems can also transmit a Wi-Fi signal for connecting wireless devices to our network. For DSL modems that do not transmit a Wi-Fi signal, a customer can attach a wireless router to the DSL modem for connecting wireless devices. A customer may obtain a DSL modem from us or may use a compatible commercially available DSL modem. If a customer has a question about DSL modem compatibility, our customer service department can help.

Cable Modem Equipment. Our cable Internet service requires connection of a cable modem to our network. You can obtain a cable modem from us or you may purchase one from most retail electronics sellers. Only devices that have been fully certified by CableLabs as compliant with the DOCSIS 2.0 or DOCSIS 3.0 specifications may be used. If a customer has a question about cable modem compatibility, our customer service department can help.

FTTH Equipment. To use our High Speed Internet service delivered via FTTH, we must install an Optical Network Terminal (ONT) at the customer's premises. Wiring from the ONT then connects directly to an Ethernet port on a customer's computer or router. A customer may obtain a router from us or may use a compatible, commercially available router. If a customer has a question about router compatibility, our customer service department can help.

Fixed Wireless Equipment. Our Fixed Wireless service requires connection of a Power Over Ethernet (POE) device to a directional radio antenna that receives a signal from our tower. We provide and install the directional antenna and POE device. If a customer has a question about the Fixed Wireless equipment, our customer service department can help.

Network and End User Security. This section provides a general description of the practices we use to maintain the security of our network and end users, including triggering conditions.

Practices used to ensure network security, including triggering conditions.

Hostile port blocking. We do not block ports, unless our network comes under attack from viruses or other “malware.” In such cases, we block that specific port until the attack ceases, at which time we remove the block.

Virus and Spam filtering. We filter OneSource email traffic for viruses and spam using industry standard virus scanning and prevention techniques. Should an email message be found to contain a virus or other harmful content, the message will be: (i) deleted without notification to either to the sender or the intended recipient(s); or (ii) quarantined with notification sent to the sender or intended recipient.

Practices used to ensure end user security, including triggering conditions.

Virus and Spam filtering. We filter OneSource email traffic for viruses and spam using industry standard virus scanning and prevention techniques. Should an email message be found to contain a virus or other harmful content, the message will be either: (i) deleted without notification to either to the sender or the intended recipient(s); or (ii) quarantined with notification sent to the sender or intended recipient.

PERFORMANCE CHARACTERISTICS

General Service Description. Our High Speed Internet service enables a customer to connect an Internet-enabled device through either a wired or wireless connection. The equipment required to connect a computer or other device to the Internet depends on the type of High Speed Internet service used. Our High Speed Internet service enables residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet.

Service technology. We deliver our High Speed Internet service through four different service technologies, DSL, Cable-Modem, FTTH and Fixed Wireless. The equipment required to connect a computer or other device to the Internet depends on the type of High Speed Internet service used. Our network is a shared network, which means that our customers share upstream and downstream bandwidth.

Expected and Actual Speeds and Latency. We offer customers a variety of Internet service levels. We provide a description of the expected maximum transfer speeds associated with each level of Internet service on our website. We provide the links below.

Residential services.

DSL, Cable Modem and FTTH. Expected maximum transfer speeds associated with each level of service are on our website, available at http://www.lscm.com/residential_internet.aspx.

Fixed Wireless. Expected maximum transfer speeds associated with each level of service are on our website, available at http://www.onesourcewireless.net/residential_services.aspx.

Business services.

DSL, Cable Modem and FTTH. Expected maximum transfer speeds associated with each level of service are on our website, available at http://www.lsc.com/business_internet.aspx

Fixed Wireless. Expected maximum transfer speeds associated with each level of service are on our website, available at http://www.onesourcewireless.net/business_services.aspx.

Speed. The speeds we identify for each Internet access service level are the maximum upload and download speeds that customers are likely to experience. We provision our customers' equipment and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, or service, and more.

Latency. Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Actual speed and latency performance. We provision our network to provide customers with 100% of the advertised speeds corresponding to the level of Internet service they purchase. Based on our internal testing and customer speed data, customers consistently receive mean download speeds that are, at minimum, 75% or more of advertised speeds during peak and non-peak hours.

Customer Speed Test. We make available to our customers links to speed tests where they can test the performance of their Internet service. This information is on our website, available at http://www.lsc.com/files/Internet_Trouble_7-22-07.pdf.

Suitability of the Service for Real-time Applications. Our Internet service is suitable for typical real-time applications including messaging, voice applications, video chat applications, gaming, and Internet video. If users or developers have questions about particular real-time applications, please contact us at (817) 745-3000 or use our website Customer Support link for our Internet services, available at: <http://www.lsc.com/internet.aspx> to submit questions.

Specialized Services. We provide below information regarding our specialized services.

Specialized services offered to end users. Not applicable.

Effects of specialized services on availability and performance of broadband Internet access service. Not applicable.

COMMERCIAL TERMS

Prices. Monthly prices for our Internet access service are available at http://www.1scom.com/residential_internet.aspx; http://www.onesourcewireless.net/residential_services.aspx; http://www.onesourcewireless.net/business_services.aspx; and http://www.1scom.com/business_internet.aspx.

Usage-based fees. Not applicable.

Fees for early termination. Early termination fees only apply to OneSource customers that have subscribed under fixed term contracts, in accordance with the terms of those contracts.

Fees for additional network services. Fees for certain additional network services, such in-home wireless network installation and static IP addresses, are available at http://www.1scom.com/residential_internet.aspx; http://www.onesourcewireless.net/residential_services.aspx; http://www.onesourcewireless.net/business_services.aspx; and http://www.1scom.com/business_internet.aspx

Privacy Policies. We do not disclose High Speed Internet service customer or use information to third parties except: (i) as necessary to provide our High Speed Internet service and to manage our network; or (ii) in response to law enforcement requests, court order, or as otherwise required or authorized by law.

For further information on our additional privacy policies, see OneSource Internet Terms and Conditions, available at: <http://www.1scom.com/InternetTermsandConditions%200410.pdf>; and OneSource Cable Policies and Practices, available at: <http://www.1scom.com/Cable%20TV%20Policies%20and%20Practices%200410.pdf>.

Inspection of network traffic. We routinely monitor network and traffic patterns.

Virus and Spam filtering. We filter OneSource email traffic for viruses and spam using industry standard virus scanning and prevention techniques. Should an email message be found to contain a virus or other harmful content, the message will be (i) deleted without notification to either to the sender or the intended recipient(s), or (ii) quarantined with notification sent to the sender or intended recipient.

Storage of network traffic information for all Internet services. Dynamic Host Configuration Protocol (DHCP) information is a code included in all network traffic that associates that traffic with a particular customer device sending or receiving the traffic. We store DHCP information for a commercially practicable length of time.

Provision of network traffic information to third parties. We may disclose network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law.

Use of network traffic information for non-network management purposes. Not applicable.

Redress Options; end-user complains and questions. End users or edge providers with complaints or questions relating to these disclosures should contact (817) 745-3000 or use our website

Customer Support link for our Internet services, available at: <http://www.lsc.com/internet.aspx> to submit complaints or questions.

Questions. We will endeavor to answer questions promptly via email or voice.

Complaints. For written complaints not submitted via email or through our website, we will provide an initial response in writing within 15 business days of receipt.

We will attempt to resolve complaints informally, escalating the matter to senior management if needed.