



Blue Sky Satellite & Theater Services LLC (GhostFiber®) and our authorized retailers 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 your local authorized retailer. You may locate your retailer by visiting www.GhostFiber.com and selecting your community from the connected communities menu.

Service Options and Performance:

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 or router you have installed. Modem/router performance may degrade over time, and certain modems/routers 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.

Customers may test service speeds using commercial speed tests available online, such as <http://www.speedtest.net> 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.