

## Cablelynx Excessive Bandwidth Use Policy

Excessive bandwidth is Internet usage that exceeds a reasonable level for the service package purchased. In order to maintain a high quality of service through its network, Cablelynx may determine, in its sole discretion, that a customer is using an excessive amount of bandwidth and may, at any time and without notice, take one or more of the following remedial measures: 1) suspend excessive bandwidth capability, 2) suspend customer's access to the service entirely, 3) require customer to pay additional fees in accordance with Cablelynx current rates for excessive use, 4) suspend or terminate customer's account.

Residential services are reserved for personal and family use within a single household. The account holder agrees that they will not use, nor allow others to use, the service to operate any type of business or commercial enterprise or to use the service as an Internet Service Provider.

The Acceptable Use Policy ("AUP") for Cablelynx service is available on: [www.yourcableinfo.com](http://www.yourcableinfo.com).

### **What signifies excessive data use?**

The median data used by all Cablelynx customers is less than 60 GB in a month. Excessive usage is data use that is significantly higher than typical usage and is so high that if it is left unchecked, it could negatively impact the online service of other customers. Fewer than 2% of Cablelynx customers use an excessive amount of data today.

Acceptable usage allowances have been established for each of the Cablelynx service packages, which permit even the very heavy data users ample room to operate normally. Listed below are the levels of data use that are allowed for each of the Cablelynx service packages. Data use that exceeds these limits in a single calendar month will be subject to overage fees.

- Cablelynx Residential Standard – 500 GB
- Cablelynx Residential Enhanced – 750 GB
- Cablelynx Residential Turbo – 1TB (1024 GB)
- Cablelynx Business Standard – 500 GB
- Cablelynx Business Enhanced – 750 GB
- Cablelynx Business Turbo – 1TB (1024 GB)

**The following FAQ's are intended to help clarify what Cablelynx means by excessive use and how the company handles excessive use situations.**

### **1. What will happen if I exceed the allotted amount of data usage in a month?**

We expect that on average, more than 98% of our customers will not be limited by the monthly bandwidth or data usage allowance. If you do exceed what is allowed for your service package during a calendar month, you will be notified via email of the overage when it occurs and an additional 50GB allowance will be added to your usage allotment. For every block of 50 GB added in a month, your account will be charged a \$15 Additional Data Usage fee.

## **2. What is data usage or bandwidth usage?**

Data usage, also known as bandwidth usage, is the amount of data, such as images, movies, photos, videos, and other files that customers send, receive, stream, download or upload over a specific period of time. It is not the same as the speed of an Internet service. For example, a typical customer who uses the service to send and receive email, surf the Internet, and watch streaming video may consume 50 GB of data in a month while another customer who uploads or downloads 1,000 pictures and streams a large number of movies in the month may use 200 GB. In both cases, the speed of each customer's service could be the same (for example, 25 Megabits per second, "Mbps,").

## **3. How does Cablelynx help its customers track the data usage so they can avoid exceeding the limit?**

You can monitor your data usage by logging in to your online account at <http://www.cablelynx.com> and clicking "My Account" in the top left corner. After logging in, you will find a link to the Cablelynx Data Usage Meter that will show the current amount of data you have used so far in the month, as well as other recent historical data usage information. If you have not created an online account, please select "Create a New Account" and follow the instructions. A call to customer service at 800-903-0508 will help you to reset your password if needed. Cablelynx cannot verify that any other metering tool that a customer may find online himself, which measures data usage is accurate or without flaws, and the determination by Cablelynx of each customer account's data usage is final.

## **4. If I do not use all of my data in one month, can the remainder be carried over to the next month?**

Yes. Cablelynx does allow unused data to be carried over for one more calendar month. This rollover data is used after the full data allowance for your Cablelynx Internet service package has been used. Once you exceed your plan's current monthly allowance, you will automatically start using your available rollover Data. If all of the monthly allowance and rollover data is used, an additional 50 GB allowance will be added to the customer's data allotment and a \$15 Additional Data Usage fee will be billed to the account. The rollover data expires after one calendar month. It does not carry over to an additional month.

## **5. How does Cablelynx manage excessive data use?**

Cablelynx will notify customers via email once use on the account reaches 75% of the data allowance, and again when 90% of the data allotment has been used so that the customer can take corrective action before being assessed any overage fees. Once an account has exceeded the allowable usage for the subscribed service package plus any applicable rollover data, Cablelynx will add a 50GB block of data to the customer's data allotment and send an email to notify the customer of the overage charge. Throughout the rest of the calendar month, charges will be added to the customer's account each time the account exceeds the revised data allotment and another 50 GB of data has been added. At the end of the month the unused data will be treated as rollover data for the next month.

## **6. Is email the only way that Cablelynx will notify me about my data use?**

Yes, an email notification will be sent when the data usage reaches 75% of the limit on the customer's data plan and again at 90%. Additional notices will be sent when each block of 50GB has been added to the account throughout the rest of the month. **It is imperative to have your current email address on file. Customers are**

**encouraged to update account information by logging in or creating an online account at:**

**<http://www.cablelynx.com>.** Our customer service department can also assist by calling 1-800-903-0508 until 9 P.M. We encourage our customers to use the Cablelynx Data Usage Meter that can be found after logging on to your account at <http://www.cablelynx.com> at any time during the month

**9. How can Cablelynx help customers who have been identified as excessive users?**

Our experience shows that some customers identified as excessive users were not aware of the activity that caused the excessive use. It is best that you are aware of all persons that have access to your Internet service and change the wireless password often. Also, devices and computers can be compromised by virus or spyware and can use data, so it is also important for you to keep your virus protection updated and running at all times.

**10. Is it possible that someone could fall victim to a hacker or bandwidth hijacker, which could cause the excessive use?**

Yes. It is the subscriber's responsibility to maintain spyware/virus protection on devices and to secure all wireless connections so unauthorized access cannot be allowed.

**11. How do I know what applications are causing my high data use?**

Cablelynx Technical Support can ask you a few questions and try to help you identify the source or sources of your high data use. They can be reached 24 hours a day, 7 days a week, at 1-877-733-0545 or chat online at <http://www.24hoursupport.com>.

**12. Does this mean that Cablelynx monitors its customer's activities while they are using the Internet?**

No. We do not monitor specific customer activities in order to identify excessive users. We monitor just the data usage in the aggregate, and then we identify those customer accounts that have used more than what is allowed for their service package during the month.

**13. Does Cablelynx offer usage tiers based on data usage?**

We offer several plans for residential service as well as multiple business level packages to support varying needs. Each speed plan has its own data allowance, so heavy data users may move to a larger service package to obtain higher monthly data allotments and avoid Additional Data Usage fees.

**14. Will Cablelynx ever revisit the data allowances and raise them in the future as bandwidth intensive activities become more and more popular?**

We recognize that the Internet is constantly changing and we are committed to continuous improvement. We will regularly evaluate our policies to ensure we provide the best possible online experience.

**15. I have used the Data Usage Meter on My Account, and it shows that I am using data when I'm not active on the Internet. How can that be?**

You may be surprised to learn that your computer, smartphone and/or tablet sends and receives a wide range of

data when you are not actively using it. For example, your computer may download operating system (OS) updates, application updates (Firefox, iTunes, Microsoft Office, World of Warcraft, etc.), or virus system updates (McAfee, Symantec, etc.). Even several home appliances (i.e. scales, radios, thermostats, lighting controllers, etc.) are now using your Internet service during regular operation. In addition, if you use an online file backup system to remotely back up important files, this can also add to your usage as updates to files on your local computer are synchronized with a server on the Internet.

**16. When were the Cablelynx monthly data usage allowances put into effect?**

Although the Cablelynx has had bandwidth data usage caps for many years, Cablelynx initiated the monthly data usage allotments and charges for additional blocks of bandwidth on June 1, 2016.