



PAETEC BROADBAND NETWORK TRANSPARENCY STATEMENT

PAETEC is committed to providing best in class broadband experience to our customers using reasonable network management practices consistent with industry standards and the “net neutrality” rules enacted by the Federal Communications Commission (FCC).

PAETEC maintains open Internet access for its customers. This document discloses PAETEC’s network management practices and the terms of the broadband Internet access services that it offers to residential, small business, school and library customers.

Network Management Practices

PAETEC manages congestion on its data network on a network-wide basis. Our personnel proactively monitors all network elements and services every hour of every day using advanced industry tools to identify potential network congestion and service impairments. These tools provide us the ability to resolve congestion problems before they become service impacting. Using redundant data backbone facilities and equipment, PAETEC instantaneously re-routes traffic in the event of a cable cut, outage or congestion.

We measure capacity utilization at each routing and switching node within our network. When peak utilization consistently exceeds 50% of capacity at a node, we augment capacity to prevent customers from experiencing blockages. We do not dedicate capacity to individual customers utilizing our mass market Internet access products.

PAETEC does not manage network congestion by capping an individual customer’s usage, reducing the speed of an individual customer’s service once a certain amount of usage is exceeded, or other similar strategies. In the future, PAETEC, however, may use such strategies, including offering tiers of service with different usage caps and/or assessing fees for exceeding such caps. PAETEC will provide appropriate notice prior to making any such changes.

Device Attachment Rules

PAETEC permits its customers to attach any device to its network, so long as the device’s usage does not harm PAETEC’s network or otherwise violate PAETEC’s Acceptable Use Policy [<http://www.paetec.com/aup>]. Not all such devices, however, may be technically compatible with PAETEC’s network. The technical compatibility of a device will vary depending on the broadband Internet access service used in conjunction with the device.

Security

PAETEC use of a variety of security mechanisms and practices to protect traffic on its network. Our personnel monitor our network for abuse and fraud and employ strategies to detect and

mitigate Denial-of-Service and Distributed Denial-of Service attacks as well as other malicious traffic within the network. When PAETEC determines the presence of suspicious, malicious, criminal, or abusive traffic, or other activity that violates PAETEC's Acceptable Use Policy [<http://www.paetec.com/aup>], PAETEC may temporarily block access from or to its network to protect the security of its network and its customers. This measure may be triggered by, among other conditions, a Denial of Service (DoS) attack or by PAETEC detecting an unusual amount of traffic that may be related to computers infected with malicious software viruses. If a customer believes that PAETEC is blocking such traffic in error, the customer should contact PAETEC's Data Product Support at 877-467-8635.

PERFORMANCE CHARACTERISTICS

Service Description

PAETEC offers broadband Internet access services to its residential, small business, school and library customers using various technologies and facilities. These technologies include digital subscriber line service over copper loops, dedicated circuits (T1s), Fiber-to-the-Premise, and Ethernet (via various methods and standards). The availability of these specific technologies and facilities varies by market and location. The terms and conditions of all of our business services are available here: <http://www.paetec.com/about-us/notice/terms-conditions.html>.

PAETEC's broadband Internet access speeds vary by customer location and services depending on the technology and available last mile facilities. A small business customer's experience may also be impacted by the use of certain bundled services, such as Dynamic IP, which allows customers to use a single circuit for both voice and data, allowing the dynamic bandwidth allocation feature to continuously adjust the bandwidth allocated to voice or data, giving voice traffic priority and making additional data bandwidth available when voice lines are not in use. The terms and conditions describing this service are available here: <http://www.paetec.com/static-assets/notice/Dynamic IP Standard Terms and Conditions.pdf> .

PAETEC strives to provision a customer's connection up to the maximum advertised speed. All PAETEC business broadband speeds are verified during installation to be at least the speed ordered. PAETEC offers Service Level Agreements (SLA) for its business broadband services, which, at a minimum, include measurements such as latency, packet loss and jitter, which may be accessed here: <http://www.paetec.com/static-assets/notice/SLA.pdf> . However, the actual speed experienced by the customer at any given moment will vary based on multiple factors, such as the condition of wiring inside a specific location or the electromagnetic interference on the customer's line; general Internet backbone configurations and computer configuration; network or Internet congestion; and the server speeds of websites accessed. These variables can cause broadband Internet access service to perform at less than maximum advertised speeds. PAETEC does not guarantee speeds.

Small Business Broadband Speeds

Pricing

Descriptions of PAETEC's business and residential Internet access services can be found at www.PAETEC.com and www.CavTel.com, respectively. Pricing for PAETEC's small business broadband services can be obtained at <http://www.paetec.com/about-us/contact-us/request-more-info/>. Any applicable early termination fees are described in the business broadband Internet access service offer and PAETEC's online Terms and Conditions [<http://www.paetec.com/static-assets/notice/standard-terms-and-conditions-final.pdf>]. Pricing for PAETEC's residential Internet access services is as follows:

DSL Internet Access	Monthly Charge
DSL loop - Up to 8 Mbps	\$39.95

Privacy

PAETEC monitors traffic flows between points within its network and between its network and locations on the Internet for purposes of reasonable network management, but PAETEC does not inspect, analyze, or store the content of individual customers' traffic.

QUESTIONS AND CONCERNS

Customers with questions or experiencing broadband Internet access service problems may contact PAETEC's Internet customer support at 866-445-0978. The center is open on a 24 x 7 basis. Internet edge providers may email complaints, questions, security concerns, and reports of Internet abuse to abuse@paetec.com.

UPDATES

PAETEC reserves the right to update this Broadband Network Statement and will do so as circumstances warrant.