Nsight Telservices ("Nsight")

Broadband Internet Access Services

Open Internet Disclosures

Nsight has adopted the following network management practices, performance characteristics, and commercial terms and conditions for its broadband Internet access services in its good faith effort to comply with the Federal Communications Commission's ("FCC's) Open Internet Framework requirements (GN Docket No. 09-191 and WC Docket No. 07-52) ("Open Internet Rules"). It is Nsight's intent to fully comply with the Open Internet Rules and it believes the information contained below accomplishes that intent.

These practices, characteristics, terms and conditions are intended to help preserve the Internet as an open framework that enables consumer choice, freedom of expression, end-user control, competition, and freedom to innovate without permission, while permitting Nsight to manage its network reasonably.

These practices, characteristics, terms and conditions are effective as of November 20, 2011.

Nsight may add, delete, or modify certain practices, characteristics, terms and conditions from time to time at its discretion. Any modifications or changes will be posted on this website. As such, we encourage customers to visit this website periodically to review our practices.

I. Network Management Practices

Nsight is committed to providing the best broadband Internet experience possible to all of its customers. Nsight and its staff use their best efforts to monitor, address and minimize (but do not guarantee that they can prevent) the effects of spam, viruses, security attacks, network congestion, and other phenomena that can degrade the service of affected customers.

A. Congestion Management Practices

Congestion is an Internet access service problem that can slow web browsing, downloading, and other activities of the customers during certain peak usage periods. During periods of congestion they may experience conditions such as longer times to download or upload files, slower Web surfing, and/or slower movements during online game playing. This congestion may be caused by capacity limits and bottlenecks in a service provider's own network or by limitations in the capacity of backhaul facilities and services that many service providers must purchase from unrelated entities.

Nsight manages its network using a protocol-agnostic method. This means congestion is not managed based on online activities, protocols, or applications. In the event of congestion, all traffic is classified as "best effort." If significant congestion problems arise in the future, Nsight most desired approach is to determine the source of the problem, and to increase the capacity of the affected portions of its network and/or of its connections with the Internet where warranted.

However, network and other facilities upgrades often cannot be accomplished instantaneously because of the need to interconnect with multiple, unrelated entities.

B. Application-Specific Behavior Practices

Nsight does not have its own third-party application certification criteria or procedures, nor does it restrict the use of applications on its network unless they are unlawful or unless there is a reasonable belief that such applications will cause harm to its network. Nsight will expeditiously inform an application developer of any decision to deny access to Nsight's network of a particular application of such developer.

C. Device Attachment Rules

Nsight does not have its own third-party device certification criteria or procedures, nor does it restrict the use of devices on its network unless they are unlawful, there is a reasonable belief that such devices will cause harm to its network, or the device in incompatible with Nsight's network. Nsight will expeditiously inform a device provider of any decision to deny access to Nsight's network for a particular device of such provider.

Nsight warns customers that some types of devices may not be compatible with different networks. For example, devices intended for use on cable broadband networks may not be compatible for use on a digital subscriber line (DSL) network.

Customers may use any lawful, compatible, type-accepted (if necessary) and commercially available device which they desire on Nsight's network, as long as such device does not harm the network.

D. Security Practices

Nsight does not normally monitor the traffic of its customers. It undertakes no obligation to monitor or protect such customer traffic from spam, viruses, denial-of-service attacks, or other malicious, unlawful or unwanted activities.

Our network employs metrics which determine whether there is a Denial of Service or similar attack hitting the network. During the time of such attacks inbound and outbound traffic filtering techniques will be employed to avoid network congestion and other network degradation. If any network traffic appears to be a malicious attempt to disrupt the network, such as by e-mail spamming or otherwise, corrective action will be taken and network information may be transmitted to the appropriate law enforcement agency for investigation and possible criminal prosecution under various computer hacking laws.

A customer that is subjected to a denial-of-service attack, or similar malicious, unlawful or unwanted activity, is urged to notify Nsight as soon as possible. Nsight will work with the customer, other service providers, federal and state regulators, and/or law enforcement to determine the source of such activity, and to take appropriate, and technically and economically reasonable efforts to address the matter.

E. Traffic Blocking

Subject to reasonable network management practices, Nsight does not block any lawful content, applications, services, or non-harmful devices.

II. Performance Characteristics

A. General Service Description

The Company uses a hybrid fiber optic and copper digital subscriber line ("DSL") network that reaches approximately 99 percent of the potential customers in its rural service area, and a fiber-to-the-home ("FTTH") network that reaches approximately one percent of such customers. The expected access speeds in the DSL portions of the network range from .768 megabits per second ("Mbps") to 20 Mbps, depending upon the actual lengths of the respective fiber trunks and copper lines. The expected access speeds in the FTTH portion of the network range from 1 Mbps to 20 Mbps, depending upon the electronics installed.

Actual access speeds and time delays (latency) are impacted by the length, capacity and congestion of Middle Mile transport facilities (between the Company's service area and Internet nodes) as well as the characteristic of the Company's own network. Because conditions on these facilities and routes can change frequently, the Company can provide estimated actual access speed and latency information only for specific recent time periods requested by a customer.

B. Impact of Specialized Services

If a customer subscribes to Nsight Digital TV, Internet broadband speed may be impacted due to the bandwidth utilized by Nsight Digital TV.

III. Commercial Terms and Conditions

A. Pricing Terms and Conditions

Nsight's pricing, terms and conditions are available at www.nsighttel.com.

B. No Unreasonable Discrimination

Subject to reasonable network management practices, Nsight does not discriminate in transmitting lawful network traffic over a user's broadband Internet access service.

C. Privacy Policies

Nsight's privacy policy is available at www.nsighttel.com.

Nsight's Acceptable Use Policy is available at www.nsighttel.com.

D. Redress Options

Questions and complaints regarding the foregoing matters should be addressed to Nsight's Technical Support Department at 920-617-7050 or support@netnet.net .