

Network Management Practices

These disclosures describe the products and/or services provided by Spectrotel or its affiliates (hereafter “Spectrotel”). Spectrotel is a reseller of broadband Internet access service. For information about the network management practices of the third-party broadband providers whose services Spectrotel resells, please contact your account manager or send an email support@spectrotel.com for additional information.

These disclosures describe Spectrotel’s network management practices in its resale of small- and medium-size business mass market broadband services. This document does not cover other business data services resold by Spectrotel.

Spectrotel’s practices may change, and these disclosures will be updated as necessary. The use of Spectrotel’s service is governed by our [Terms of Use](#) as well as the terms and conditions of the third-party broadband provider delivering the service. Please also review Spectrotel’s [Privacy Policy](#).

Network Management Practices

- *Blocking.* Spectrotel does not engage in any practice, other than reasonable network management (disclosed herein), that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, use, or use of a non-harmful device. For information about the blocking practices of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.
- *Throttling.* Spectrotel does not engage in any practice, other than reasonable network management (disclosed herein), that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, use, or use of a non-harmful device. For information about the throttling practices of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.
- *Affiliated Prioritization.* Spectrotel does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate. For information about the prioritization practices of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.
- *Paid Prioritization.* Spectrotel does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise. For information about the prioritization practices of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.
- *Congestion Management.* Spectrotel is a reseller of broadband Internet access service and therefore does not manage network congestion. For information about the congestion management practices of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.

- *Application-Specific Behavior.* Spectrotel is a reseller of broadband Internet access service and therefore does not engage in any application-specific behavior. For information about the application-specific behavior of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.
- *Device Attachment Rules.* Spectrotel is a reseller of broadband Internet access service and therefore does not regulate device attachment or connection to the network. For information about the device attachment rules of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.
- *Security.* Spectrotel is a reseller of broadband Internet access service and therefore is not responsible for network or end-user security. For information about the security practices of the third-party broadband providers whose services Spectrotel resells, please consult the disclosures linked below.

Performance Characteristics

- *Service Description.*

Spectrotel resells broadband Internet access service in order to provide tailored Internet connectivity solutions to enterprise clients based on their business requirements. Maximum download and upload speeds are determined by the service provided by the underlying broadband provider. Actual speeds and service availability may vary due to a variety of factors including, among others, the speed capabilities of customer devices, network changes, network coverage, traffic volume, outages, technical limitations, signal strength, obstructions, weather, and other conditions.

Spectrotel relies on the networks of multiple underlying broadband providers, each of which has its own unique performance attributes. Accordingly, Spectrotel itself does not have reportable typical download and upload speeds. Customers can view typical download and upload speeds and latency information for their services by visiting the network management disclosures for the relevant third-party broadband providers, linked below. Real-time applications may be supported by the services delivered by the third-party broadband providers whose services Spectrotel resells.

- *Impact of Non-Broadband Internet Access Service Data Services.*

Spectrotel provides a variety of business data services, including:

- Dedicated network services: Ethernet private lines, transparent LAN service, traditional private lines, virtual network services, and other high bandwidth services.
- Virtual network services: multiprotocol label switching, virtual private LAN service, and Ethernet virtual private LAN.
- Internet over anything: Ethernet over fiber, Internet over fiber, Internet over broadband, Internet over cable, Internet over wireless, Ethernet over copper, digital subscriber line, and digital signals 1 & 3.

- Managed services: managed router service, managed integrated access devices (IAD) service, enhanced managed services, managed security, and SD-WAN.

For information about how these business data services may impact the mass-market broadband Internet access services covered by this Disclosure, please consult the disclosures linked below.

Commercial Terms

- *Price.* Because Spectrotel operates as a reseller of third-party broadband Internet access services, there is no uniform monthly pricing that applies to all of Spectrotel's broadband offerings. Instead, Spectrotel's pricing for a particular retail customer depends on the wholesale rates currently offered by the third-party providers serving that customer's geographic area, the type of Internet access desired by the customer (fiber, cable, DSL, wireless, etc.), and the service attributes sought by the customer (speed, data allowances, etc.), among other factors.

When a potential customer requests service, Spectrotel evaluates the available third-party options in the relevant geographic area and provides a quote to the potential customer detailing the applicable pricing and other commercial terms, including the monthly service charge, any promotional rates, and any other fees to be paid in connection with the service. When a customer signs up for service through Spectrotel, that pricing is memorialized in the customer's service agreement with Spectrotel. Spectrotel provides customers 30 days advance notice of price increases.

For more information about Spectrotel's current service plans, including prices, terms, and conditions, high-speed data allotments and other features, please visit <https://www.spectrotel.com> or send an email to support@spectrotel.com

Privacy Policies. For more information about Spectrotel's privacy policies, please visit: <http://www.spectrotel.com/contact/legal-and-compliance/privacy-policy>

- *Redress Options.* Complaints and concerns should be sent to sjustice@spectrotel.com