



NYMBLE™ INTERNET ACCESS SERVICE DISCLOSURES

Consistent with FCC regulations, Nymble Internet Service provides this information about our Internet access services (“Nymble” or “Nymble services”). We welcome questions or comments about this information, including any questions about any portions you do not understand. You may contact us in person at:

Buckeye Broadband Retail Store
4111 Talmadge Road
Toledo OH 43623

or by phone at **844-4-NYMBLE** (696253)

NETWORK PRACTICES

General Description

We continually monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. Nymble uses reasonable, nondiscriminatory network management practices to improve overall network performance and deliver a high-quality online experience for all users. We use various tools and techniques to manage our network, deliver our service, and ensure compliance with our Acceptable Use Policy and our other terms and conditions of Nymble Service.

Our network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious traffic and preventing distribution of viruses or other harmful code or content and using tools and techniques in order to meet our goal of delivering the best possible Internet experience to our customers. Our network management practices do not target any specific content, application, service, or device. As technology develops and network management issues arise, our commitment to providing a high-quality product for our customers may dictate that we employ additional or new network management practices. We will update these disclosures as necessary.

Related Documents and Disclosures

Use of Nymble service is also governed by:

- Acceptable Use Policy, available at: www.buckeyebroadband.com/legal
- Terms and Conditions of Service, available at: www.buckeyebroadband.com/legal
- Minimum Equipment Requirements, available at: www.buckeyebroadband.com/legal
- User Privacy, available at: www.buckeyebroadband.com/legal

These documents contain important information regarding Nymble service and its use and may be subject to updates and revisions. We encourage you to review them on a regular basis.

Congestion Management Practices Used

This section describes any network management practices used to address congestion on the network.

Real-time traffic review and proactive engineering: The best way to “manage” congestion is to try to avoid it in the first place. Nymble’s system has been engineered to avoid network congestion and so to eliminate the need for reactive congestion management. Nymble utilizes real-time monitoring and application/protocol agnostic means of maximizing performance for its customers. Where this monitoring reveals the potential for future congestion, Nymble works to engineer and implement a solution to eliminate that risk.

Types of traffic affected: To the extent congestion may occur on the system, all types of network traffic potentially would be affected. As noted above, Nymble works across its network to improve performance and eliminate risks of network congestion.

Purposes of congestion management practices: Nymble’s Internet network is a shared network. This means our customers share upstream and downstream bandwidth. We engineer our network to meet or exceed the anticipated demands by our highest bandwidth users during periods of peak network traffic. Nymble’s overall goal is to engineer a system that provides all of its customers with full and unlimited access to its network, eliminates congestion, and therefore avoids the need for reactive congestion management practices.

Congestion management criteria: Our network performance is monitored in real time and with the goal of proactively avoiding problems, rather than reacting to problems. Should Nymble’s monitoring reveal the potential for future congestion, it works to engineer and implement a solution to eliminate that risk.

Effects on end user experience: As noted above, where monitoring reveals to Nymble the potential for future congestion, it works to engineer a solution to eliminate that risk. Nymble’s approach is intended to have no noticeable impact on end-user experiences. Should it become necessary in the future, based on new technologies or unforeseen developments, to implement an active congestion management program, Nymble will update these disclosures and notify its customers of the program and the likely impact on user experiences.

APPLICATION-SPECIFIC PRACTICES

This section discloses any application-specific practices we use.

Management of specific protocols or protocol ports: To better secure its network, Buckeye has an inbound filter on port 25 (SMTP—Simple Mail Transfer Protocol) to restrict access to only the Buckeye Email Server; an inbound block on port 161 (SNMP—Simple Network Management Protocol); and an inbound block on port 445 (NetBIOS—Network Basic Input/Output System). The above filters and blocks are in place to prevent access from outside the Buckeye Network for security purposes. Otherwise, Buckeye does not currently employ any practices that affect specific protocols or ports: all ports and protocols are equally subject to Buckeye’s real-time review and management. However, in general, traffic may broadly be categorized into time-sensitive and non-time-sensitive, based upon the impact the traffic intervention would have on the customer’s online experience. If necessary to ensure network and end user security, and as otherwise described below, Buckeye may employ practices that affect specific protocols or ports. Should that be necessary, Buckeye will update these disclosures and specify how it is managing specific protocols or protocol ports.

Modification of protocol fields: Nymble does not modify protocol fields.

Applications or classes of applications inhibited or favored: Nymble’s congestion avoidance and other management practices are application and protocol agnostic and are not designed to inhibit or favor any application or class of application.

Device Attachment Rules

This section addresses any limitations on attaching lawful devices to our network. Nymble places no general restrictions on lawful devices that a customer may connect to our network, as long as the device: (i) is compatible with our network; and (ii) does not harm our network or other users.

General restrictions on types of devices to connect to network: To enable the Service, the computer in which the Service is installed must meet the minimum requirements set forth in Nymble's Minimum Equipment Requirements, available at www.nymble.com/policies

Cable Modems: Cable modems are available from Nymble for a fee, but customers may also provide their own modem, provided it is compatible with Nymble service and the overall system and subject to the provisions herein.

Only devices that have been fully certified by CableLabs as compliant with DOCSIS 3.0 specifications and that are fully compatible with and consistently reliable on the Nymble network may be used. At this point, the only modem that meets these criteria is the ARRIS CM820 non-WiFi DOCSIS 3 8x4 modem; however, Nymble continue to test other modem models for compatibility and reliability on its network. Please contact Nymble customer service with any questions regarding the available cable modems. Modems purchased from Nymble are sold provisioned for the Nymble system and will provide immediate access to the Internet following successful installation, and Nymble will manage and update the firmware as needed to maintain the required functionality and for the duration of the customer relationship. Modems not purchased through Nymble will need to be registered with Nymble and provisioned through the Nymble system, prior to installation, and Nymble may not be able to manage and update firmware on an ongoing basis.

Network and End User Security

This section provides a general description of the practices we use to maintain security of our network and our users.

Practices used to ensure end user security, including triggering conditions:

- SMTP traffic (mail clients): Nymble's system allows customers to only send email traffic (SMTP) using dynamically-assigned IP addresses. This prevents spammers from exploiting these computers as a relay for illicit email traffic. While these customers may receive email into a client (e.g. Outlook Express) via POP3, they may not send outbound mail through another server.
- Virus filtering: Nymble employs industry standard virus scanning and prevention techniques on its email platform for mail inbound from the public network. Should an email message be found to contain a virus or other harmful content, the message will be deleted without notification given to either the sender or the intended recipient(s).

Practices used to ensure security of the network, including triggering conditions: Nymble uses a variety of industry standard practices to protect our network from harmful attacks.

- Traffic monitoring: Viruses, worms, Trojans, and other "malware" or "spyware" pose a significant threat to the Nymble network. In an effort to minimize these threats, we constantly monitor the activity and traffic patterns of its network. If we reasonably determine that originating traffic from a user is a form of harmful traffic, we will suppress the flow of some or all of the traffic from that user until we determine the harmful traffic has ceased or that the traffic is legitimate traffic.
- Connection limits: Based on the reasonable capacity of its network, Nymble limits the number of simultaneous connections for any modem during an online session. This limit is currently set at 1,500. Experience has shown that a typical user utilizes about a dozen simultaneous connections for a routine session. By limiting the number of simultaneous connections, but setting this limit well above the number of connections typically utilized by users, Nymble is able to provide high-quality connections for its customers while still providing a means of identifying and defending against malicious attempts to harm the network or other users.

PERFORMANCE CHARACTERISTICS

General Service Description

Nymble includes at purchase wiring, a cable modem and a network interface card (NIC) for the personal computer, if required. Nymble Service serves as a local Internet service provider (ISP) and enables users to access all lawful content, applications, and services of their choice freely available on the Internet.

Service technology: We deliver Nymble Internet service over a hybrid fiber-coaxial (HFC) network using the Data over Cable Service Interface Specification (DOCSIS). Service is provided using a Cable Modem Termination System (CMTS), hardware in a local cable network that acts as a gateway to the Internet for cable modems located at the customer premise. Cable modems in turn are used to access Nymble's network. This is a shared network, which means that our customers share upstream and downstream bandwidth.

Expected and Actual Speeds and Latency

Expected performance: Nymble provides residential customers with a speed of 200 Mbps Download/5 Mbps Upload with Data plans of 100 GB, 250 GB, 500 GB or Unlimited Data to choose from. The stated speeds are the reasonable upload and download speed that customers are likely to experience. Nymble's system is actually engineered to provide up to 110% of the stated speed; however, though Nymble provisions its customers' modems and engineers its network to ensure that its customers can enjoy the speeds to which they subscribe, it does not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including without limitation customer premises equipment; network equipment; unexpected congestion on our network; congestion beyond our network; and performance issues with an Internet application, content, or service. Without purchasing an expensive, dedicated Internet connection, no provider can guarantee a specific speed to its customers at all times, under all conditions, and notwithstanding any other challenges to the network system.

Latency: Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but it can also be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Actual speed and latency performance: Actual speed performance in terms of speed and latency may vary depending upon network conditions and other factors. For example, experienced performance may be affected by the capabilities and limitations of the consumer's own computer or local area network ("LAN") devices such as home WiFi routers, or by the performance of content and applications providers the consumer is accessing. Nymble's actual performance will in most cases conform to national wireline broadband Internet speed and latency levels reported by the FCC.¹ The FCC has reported that customers of coaxial cable-based broadband Internet services receive mean download speeds that are within 93% of advertised speeds during non-peak hours, and 85.7% of advertised speeds during peak hours.² In addition, the FCC has reported that these same customers experience average latency delays of 28 milliseconds, increasing by an average of 30 milliseconds during peak hours.³

Customer Speed Test: Nymble provides an online speed test for its customers, available at: st.bex.net.

¹ See FCC's Office of Engineering and Technology and Consumer Affairs Bureau, *Measuring Broadband, A Report on Consumer Wireline Broadband Performance in the U.S.*, OET CGB DOC-308828A1, pp. 4-6 (Aug. 2, 2011) (available at: http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S._-Main_Report_Full.pdf).

² The FCC defines peak hours measured during "busy hour" as weeknights between 7:00 PM and 11:00 PM local time.

³ The FCC has defined latency is the total length of time it takes a signal to travel from an origination point to the nearest server, plus the time for an acknowledgement of receipt to travel back to the origination point. The nearest server is the server providing the minimum round trip time.

Suitability of the Service for Real-time Applications: Nymble's service is suitable for typical real-time applications including messaging, voice applications, video chat applications, gaming, streaming media. If users or developers have questions about particular real-time applications, please contact us in person at:

Buckeye Broadband Retail Store
4111 Talmadge Road
Toledo OH 43623

or by phone at **844-4-NYMBLE** (696253)

Non-BIAS Data Services

Non-BIAS services offered to end users: Non-broadband Internet access services ("non-BIAS") data services, such as voice over Internet Protocol (VoIP), are not available from Nymble at this point.

Effects of non-BIAS data services on availability and performance of broadband Internet access service: As noted above, non-BIAS services like VOIP are not being offered via the Nymble network, and so at this point such services have no effect on the availability and performance of Nymble high-speed internet service.

COMMERCIAL TERMS

Prices

Nymble currently offers 200 Mbps downstream/5 Mbps upstream service with either 100, 250, 500 GB, or Unlimited Data allowance, for the starting price of \$59.99 depending on the data package chosen; however, this price is subject to change. In addition, the equipment used to provide this service has the capacity of serving a variety of potential service packages and Nymble may release and market those packages in the future. Please see for www.buckeyebroadband.com/nymble for any updates on pricing.

As noted above, Nymble's package includes a limited volume of total data (aggregate for both sending and receiving) a customer can transfer in a billing month. Specifically, the total volume permitted for each tier of service is called the tier's "data transfer allowance." Customers that need additional data may purchase that data for an additional fee; any additional data transfer allowances will be billed at a flat rate; no partial allotments will be made.

These applicable speeds, data allowances, and fees are subject to change. See www.buckeyebroadband.com/nymble for additional information.

Privacy Policies

Inspection of network traffic: Nymble routinely monitors its network and traffic patterns.

- **Traffic monitoring:** Viruses, worms, Trojans, and other "malware" or "spyware" pose a significant threat to the uninhibited and beneficial access to the resources on the Internet. One of the more prevalent forms of such disruptions is found in infections from viruses and worms perpetrated by spammers for the sole purpose of using unsuspecting Internet users' computers to send out their illicit e-mail. In an effort to minimize the impact of this type of infection, Nymble constantly monitors the activity and traffic patterns of its network.
- **Infected messages:** Nymble employs industry standard virus scanning and prevention techniques on its email platform for mail inbound from the public network.

Storage of network traffic information: Nymble stores broad categories of network traffic information (e.g., web browsing, email, entertainment) and makes available to its customers periodic graphic representations of their network traffic patterns by category over time. The data generated on each customer's usage is divided into broad categories for analysis to help Nymble monitor and predict trends in usage for our customers as a whole.

Provision of aggregate or anonymized network traffic information to third parties: Nymble provides the broad categories of network traffic information on an anonymized basis to certain third parties (e.g., ABN) for the purpose of aiding Nymble in providing other customer service, analyzing usage trends and bandwidth management, and provisioning our broadband Internet access service; or if required by law.

Use of network traffic information for non-network management purposes: Except as specifically described herein, Nymble does not use network traffic information for non-network management purposes.

Nymble collects and stores information from many sources as it relates to providing and maintaining the Service to its customers. Individually identifiable customer information, including network traffic information and usage data obtained in our role as your broadband Internet access service provider is only used to provide the service, improve your use of the service, manage our network, or as otherwise required or authorized by law. Further details found at: www.buckeyebroadband.com/legal.

Redress Options

Nymble welcomes questions about its services. We publish company contact information to the public at large, including edge providers, on our website, available at www.buckeyebroadband.com/nymble. This section discloses redress options for end users and edge providers. For all complaints, we will provide an initial response within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.

End-user complaints and questions: Nymble provides its customers multiple means of resolving complaints and submitting questions to the company; however, unless required by law, prepaid services are non-refundable. Customer Support information is available on the website www.buckeyebroadband.com/nymble, and customers may contact Nymble concerning their service via Internet chat or by telephone. Nymble employees are available by telephone **844-4-NYMBLE** (696253) on a 24/7 basis to answer questions and address complaints. Customers also may reach Nymble employees via in-bound email and messages, which are responded to promptly as employees become available. In addition, once each year, Nymble's owners and senior executives encourage customer contact by sending subscribers their office and personal telephone numbers.

Edge provider complaints and questions: Nymble publishes company contact information to the public at large, including edge providers, on its website, available at www.buckeyebroadband.com/nymble. Edge providers may also contact Nymble via the contact information maintained by the American Registry for Internet Numbering ("ARIN") with questions concerning Nymble's high speed Internet access service. Or, contact may be initiated through Penny Perrine by phone at 419-724-7202 or via email at pperrine@buckeyebroadband.com.