



Legal Statement

**OPEN INTERNET POLICY OF BROADVOX, INC.; BROADVOX, LLC; BROADVOXGO!,
LLC;
WWW.BROADVOX.COM; WWW.BROADVOX.NET
(COLLECTIVELY BROADVOX)**

Broadvox supports the belief that the Internet is an open platform that enables consumer choice, freedom of expression, end-user control, competition and the freedom to innovate without permission. In the interests of preserving the foregoing, the following information regarding Broadvox's broadband Internet services ("Broadvox Services") and practices is provided for the convenience of our current and prospective customers. Specifically, this policy and the information provided enable our end users to make informed choices regarding the use of such services and to understand the capabilities of broadband services.

This information is also provided for content, application, service, and device providers to develop, market, and maintain Internet offerings.

Broadvox Services are currently governed by its Acceptable Use Policy ("AUP"). Broadvox's AUP is available on its website located at: <http://www.broadvox.com/acceptable-use-policy>. This Open Internet Policy is used in conjunction with Broadvox's AUP.

Nothing in this policy serves to change your rights and obligations, or ours, under any Broadvox terms of service, AUP or policy.

Network Practices

Congestion Management: Broadvox manages its network to ensure that all of its customers have a great online experience. The Internet is changing all of our lives and we want our customers to enjoy all that it has to offer. For more than a decade, Broadvox has been at the forefront of bringing the Internet into our customers' homes and has invested in a high-capacity advanced network that is fast, safe, reliable and affordable.

Like any other Internet service provider, we manage our network for many reasons including growing, upgrading and optimizing the network; removing spam, viruses and malicious content; and managing network traffic congestion when it occurs. While congestion is not the normal state of any network, when it happens, it can be frustrating.

Because Broadvox values its customers' freedom to use the Internet and the Broadvox Services, so long as an end user complies with the terms and conditions of Broadvox's AUP, Broadvox will not actively manage any particular types of traffic. All traffic that is transmitted using the Broadvox Service is treated equally and without prejudice.

Examples of types of traffic that violate the Broadvox AUP include but are not limited to data that:

- Is unlawful, threatening, abusive, harassing, libelous, defamatory, obscene, deceptive, fraudulent, invasive of another's privacy, tortious, indecent, pornographic or inaccurate
- Victimizes, harasses, degrades, or intimidates an individual or group of individuals on the basis of religion, gender, sexual orientation, race, ethnicity, age, disability or any other reason
- Is posted in violation of a newsgroup charter
- Contains viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer
- Has a negative effect on Broadvox or its network (including, without limitation, overloading servers on the Broadvox Network; causing portions of the Broadvox Network to be blocked by other network providers; generating unresolved third party complaints or complaints which, in the discretion of Broadvox, impose an unreasonable administrative burden on the company; etc.).
- Constitutes unsolicited duplicative e-mail (commercial or otherwise)

The occurrence of any of the above acts would cause Broadvox to intervene and manage the end user's traffic. The above list is not exhaustive and an end user should refer to the Broadvox AUP for a full list and description of all traffic and activities that are not permitted.

Application-Specific Behavior: There are certain times when a provider must block or rate-control specific protocols or protocol parts, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. As with our approach towards congestion management, so long as an end user complies with the terms and conditions of our AUP, Broadvox will not block or rate-control any protocols or otherwise limit such applications in any way.

Device Attachment Rules: Certain providers find it necessary to either place restrictions on or create approval procedures for the types of devices that may connect to its network. Broadvox takes a neutral stance on device attachment to our network and does not place any restrictions so long as our AUP is not violated.

Security: Broadvox goes to great lengths to ensure end-user and network security. Those practices are set forth in detail in Broadvox's AUP.

Performance Characteristics

Service Description: GO!Broadband is the Broadvox offering of connectivity for SIP Trunking customers who do not have a broadband provider or need to upgrade their existing capacity. It is also for customers whose current connectivity cannot support VoIP/SIP Trunking. Regardless of current broadband type, Broadvox ensures the SIP Trunking service is running optimally. Customized solutions are available for small to medium businesses whose range of needs may be satisfied with simple and economical DSL or T1 connections. Broadvox delivers the highest quality SIP Trunking and broadband IP communication services with enforceable service level agreements designed to fit business needs.

GO!Broadband features the following:

- Nationwide connectivity designed for any size business
- Voice traffic is given highest priority and routing
- Automatic bandwidth allocation for voice and data
- Expert engineering support for 24x7 reliability
- Superior performance with product options to fit any need or budget
- Availability backed by an industry leading SLA

GO!Broadband speeds and features are as follows:

- **ADSL** Nationwide footprint, that is available across almost 2000 central offices with speeds up to 15Mbps download and 1.0 Mbps upload speed. Choice of self or professional installation.
- **SDSL** Consistent and reliable professional level internet connection offering six symmetric speeds ranging from 114Kbps to 1.5Mbps.
- **T1** Reliable and responsive connectivity that allows the capability to extend market reach without direct capital investments and delivered at three symmetric speeds: 1.5 Mbps, 768Kbps, or 384Kbps.
- **Bonded T1** Mission critical internet access delivering up to 12Mbps symmetrical speed in full T1 increments. Supported by an industry leading SLA.
- **DS3** High capacity, high bandwidth solution for corporate data access. Four symmetrical speed options from 20Mbps up to 35 Mbps.
- **Wireless Broadband** Business class alternative that is independent of the local telephone company, requires no additional equipment, and provides for a fixed IP address.

- **EoC (ethernet over Copper)** Converged solution that supports multiple applications such as VoIP, video, and MPLS VPN. With 8 different speeds from 2 Mbps up to 20Mbps.
- **Ethernet over Bonded SDSL** Reaches 33 states and over 60 metropolitan markets. High value connection with services at 2.0 Mbps and 3 Mbps symmetrical speeds that supports voice, data, and video convergence on a unified network.

Impact of Specialized Services: There are no specialized services offered to our broadband Internet end users.

Commercial Terms

Pricing: Broadvox strongly believes in a customer's easy access to service pricing. Broadvox prices are provided upon request, based on service location, hardware, service and term requirements.

Privacy Policies: Any and all of Broadvox's privacy policies as it relates to an end user's use of the Broadvox Services are fully explained in its AUP.

Redress Options: Broadvox takes great pride in providing its customers with the best broadband Internet experience possible. However, there are times when a dispute may arise. To ensure all of our customers' complaints and questions are promptly received, processed and responded to, Broadvox has set forth dispute resolution provisions in both its AUP and service agreements and orders.