NINESTAR CONNECT

NETWORK TRANSPARENCY STATEMENT

NineStar Connect ("NineStar Connect" or "Company") provides this Network Transparency Statement in accordance with the FCC's Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about NineStar Connect's other policies and practices concerning broadband are available at www.NineStarConnect.com ("NineStar Connect Website").

NineStar Connect engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. NineStar Connect's goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. NineStar Connect wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

NineStar Connect's network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that NineStar Connect uses to manage its network.

A. **NineStar Connect's Network Transparency Disclosures**

NineStar Connect uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. NineStar Connect believes in full transparency and provides the following disclosures about its network management practices:

1. **Blocking:** NineStar Connect takes measures to protect its network and ensure that its AUP is enforced. For example, ISP has deployed measures to prevent spam, viruses, and other malware and to monitor and prevent denial of service attacks. NineStar Connect does not generally interfere with or manage the use of specific protocols or ports. However, in the interests of network security and reasonable network management, the following ports may be blocked or unavailable. Port 25 (SMTP), Port 53 (DNS), Port 123 (NTP), and Port 25 are blocked from inbound connections to residential accounts due to the high probability that virus or malware infections can use these ports to send SPAM email to unsuspecting users in our network and across the Internet. Port 53 and Port 123 are blocked from outbound connections to residential accounts due to the high probability that virus or malware infections can use this port to attack unsuspecting users in our network and across the Internet.

   NineStar Connect takes measures to maintain email system stability and to that end, customer's allocated space on the email server is limited to 250MB. If the customer uses

more than 250MB, the customer will no longer be able to receive email or store files on the email server. The customer will have to delete files or emails to get under the required 250MB limit to begin receiving emails again. A customer does have an option to purchase additional space above 250MB limit.

2. **Throttling:** NineStar Connect does not throttle, impair or degrade lawful Internet traffic.

3. **Affiliated Prioritization:** NineStar Connect does not prioritize Internet traffic and has no plans to do so.

4. **Paid Prioritization:** NineStar Connect has never engaged in paid prioritization. We don't prioritize Internet for consideration to benefit particular content, applications, services or devices. NineStar Connect does not have plans to enter into paid prioritization deals to create fast lanes.

5. **Congestion Management:** NineStar Connect frequently monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, NineStar Connect will take the appropriate measures to relieve congestion.

   On NineStar Connect's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on NineStar Connect's network.

   Customers using conduct that abuses or threatens the NineStar Connect network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

   NineStar Connect's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications.

   NineStar Connect frequently monitors its network to determine utilization on its network. NineStar Connect also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, NineStar Connect provides notification to the customer via email or phone. If a violation of NineStar Connect's policies has occurred and such violation is not remedied, NineStar Connect will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, NineStar Connect does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with NineStar Connect.

7. **Device Attachment Rules:** Users may generally attach the devices of their choice and run the applications of their choice, subject to the limitations of their data plan and the terms of their service agreement and AUP. While many devices such as routers, Bluetooth and Wi-Fi cards, laptops, notebooks and tablets are readily available from third party sources, such as consumer electronics retailers, other devices, such as DSL modems, proprietary network gateways, and WiMAX base stations can only be guaranteed to be compatible if provided by or leased from NineStar Connect. Users are advised to contact NineStar Connect's technical support at support@myninestar.com or 317.326.HELP before purchasing any third party equipment to ensure compatibility with the network. NineStar Connect is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users. All users are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the actions of such third parties that gain unauthorized access to the network through unsecured end user equipment.

8. **Network Security:** NineStar Connect knows the importance of securing its network and customers from network threats and annoyances. The company uses various management programs to protect the network from DDOS attacks, unauthorized access attempts and any other prohibited usage of our internet service. NineStar will be alerted by monitoring systems and will investigate any unusual behavior and take preventative action to protect the network.

B. Network Performance

1. Service Descriptions

NineStar Connect provides broadband Internet access services through Gigabit Passive Optical Network (GPON), Active Fiber, Fixed Wireless, ADSL and VDSL technologies.

2. Network Performance

NineStar Connect makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by NineStar Connect' network. NineStar Connect measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond NineStar Connect' control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a NineStar Connect broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen NineStar Connect broadband plan.

NineStar Connect tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed.

NineStar Connect provides residential and commercial mass market customers with a choice of data plans to meet their needs. NineStar Connect also provides enterprise level services that are custom tailored to a specific project and individually priced based on the needs and criteria established by the Enterprise customer. NineStar Connect offers the following mass market services and typical speed ranges. These speeds were calculated based upon internal testing to the edge of our network using internal speed test tools. NineStar Connect reports the results of this testing below. This result applies to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS

DSL

SERVICE	DOWNLOAD (Mbps)	UPLOAD (Mbps)	LATENCY (ms)
5 Mbps	5	1	8
10 Mbps	10	1	8
15 Mbps	15	1	8
10 Mbps	10	10	8
25 Mbps	25	25	8
50 Mbps	50	50	8

Fiber-to-the-Home (FTTH)

SERVICE	DOWNLOAD (Mbps)	UPLOAD (Mbps)	LATENCY (ms)
25 Mbps	25	25	8
75 Mbps	75	75	8
150 Mbps	150	150	8
300 Mbps	300	300	8
600 Mbps	600	600	8
1000 Mbps	1000	1000	8

3. Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as "Specialized Services") also offered by the provider over the last-mile facilities.

Real time services, such as Non-BIAS services, include Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. As Non-BIAS traffic is combined with general Internet traffic on NineStar Connect's network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on NineStar Connect's network. In any such event, the Non-BIAS traffic is given priority over general Internet traffic. The non-BIAS services provided by NineStar Connect are Voice over Internet Protocol (VoIP), IP Video, Special Access, and Transparent LAN Services.

NineStar Connect provides VoIP to its fixed wireless customers. The VoIP traffic uses private RFC 1918 addresses, dedicated paths for VoIP and QoS on the routers/switches it touches. The QoS priority is based on the source and destination IP. Where VoIP traffic is combined with best effort Internet traffic and QoS priority is employed, the network could endure marginal delays if there are instances of bandwidth contention, although very unlikely.

The Company also offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Company's broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation and appreciates feedback from its customers.

C. Commercial Terms

Pricing and additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find links to the following on the NineStar Connect Website:

- [Privacy Policy](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact NineStar Connect at:

Business Office at 317.326.3131.
Email at info@NineStarConnect.com