**COMMUNITY COMMUNICATIONS COMPANY (CCC CABLE)**
BROADBAND INTERNET SERVICE DISCLOSURES

**Update April 1, 2015**

Consistent with FCC regulations,[1] CCC CABLE provides this information about our broadband Internet access services. Questions or comments about this information are welcome. Please call 870-367-7300 or email cccaccounts@ccc-cable.net.

**Network Practices**

**General Description**. CCC CABLE provides a variety of Internet service offerings to residential and business customers. Those services are provided over our broadband network and through third party fiber optic lines connecting to the Internet. Network and traffic patterns are monitored and changes made when deemed necessary to manage and improve overall network performance. CCC CABLE uses reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a highquality online experience for all users. Network management practices do not target any specific content, application, service, or device. As network management issues arise and as technology develops, CCC CABLE may employ additional or new network management practices. These disclosures will be updated as necessary.

**Related Documents and Disclosures.** Use of CCC CABLE Internet service is also governed by these documents, found on our website:
- CCC CABLE Services & Rates Information
- CCC CABLE Acceptable Use Policy
- CCC CABLE Privacy Policy

**Congestion Management.**
This section describes network management practices used by CCC CABLE to address congestion on our network.

**Congestion management practices used.**

**Realtime "fair share" traffic management.** CCC CABLE utilizes realtime monitoring and application/protocol agnostic means of maximizing performance for as many customers as possible by ensuring that each user has access to a fair share of the available bandwidth. When network congestion thresholds are reached, traffic management practices are applied universally or in stages based on severity.

**Types of traffic affected.** All network traffic is potentially affected by this practice as congestion can occur anywhere at any time on CCC CABLE's network.

**Purposes of congestion management practices.** CCC CABLE's congestion management practices serve to moderate demands on the network during periods of peak network traffic. Our Internet network is a shared network. This means that customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and broadband speeds for all users.

**Congestion management criteria.**  CCC CABLE's network management is performed in real time.  Traffic intervention is triggered by network congestion, and ceases whenever the triggering network congestion is cleared.  When the network consumption reaches a high threshold, of 90% of maximum bandwidth, customers' quality of service configuration file is dynamically changed, allowing a more even and ubiquitous distribution of bandwidth among all customers on the network.  Once consumption on the network drops below the threshold, all active management of flows on the network ceases.

**Effects on end user experience.**  CCC CABLE's congestion management technique does not manage congestion based on the online activities, protocols or applications a customer uses; it only  focuses on the overall peaks in real time.  Our congestion management technique has no impact on realtime protocols such as those used to provide voice.

**Typical frequency of congestion**.  Network congestion occurs on some portion of the network on a daily basis.  Congestion tends to occur during periods of peak demand such as prime time hours.  The congestion management technique focuses on the peak usage in real time, so the periods of congestion typically tend to be limited and shortlived in any 24hour  period.

## Application-Specific  Practices.
This section discloses any application-specific practices CCC CABLE uses, if any.

**Management of specific protocols or protocol ports.**  All ports and protocols are subject to CCC CABLE management practices.  However, the traffic is broadly categorized into real time and nonreal time, based upon the impact the traffic intervention would have on the customer's online experience.  As described below, to ensure network and end user security, practices may be employed that affect specific protocols or ports.

**Modification of protocol fields.**  CCC CABLE does not manipulate, change, modify, or alter any protocols in any respect.

**Applications or classes of applications inhibited or favored.**  CCC CABLE management practices favor realtime protocols, such as voice universally.

## Device Attachment Rules.
This section addresses any limitations on attaching lawful devices to CCC CABLE'S network.

**General restrictions on types of devices to connect to network.**  CCC CABLE's Internet service requires connection of a cable modem to our network.  Customers can lease a cable modem from CCC CABLE or may purchase one from most retail electronics sellers.  Only devices that have been fully certified by CableLabs as compliant with the DOCSIS 2.0 or DOCSIS 3.0 specifications may be used.  In addition, a customer's computer must meet the minimum requirements set forth by CCC CABLE's service and rates.  Beyond these minimum requirements, CCC CABLE's service works with most types of PCs and laptops including Macs.  If a customer or potential customer believes they have an unusual configuration, our customer service department will help determine if there is a compatibility problem.

## Network and End User Security.

This section provides a general description of the practices CCC CABLE uses to maintain security of our network and end users, including triggering conditions.

**Practices used to ensure security of the network, including triggering conditions.** CCC CABLE uses a variety of industry standard practices to protect its network from harmful attacks.

**Traffic monitoring:** Viruses, worms, Trojans, and other "malware" or "spyware" pose a significant threat to our network and users. In an effort to minimize these threats, CCC CABLE constantly monitors the activity and traffic patterns of its network. If it is reasonably determined that traffic from a user customer is some form of harmful traffic, the flow of some or all of the traffic will be suppressed from the user until it is determined that the traffic has ceased or that the traffic is legitimate traffic.

## Performance Characteristics

**General Service Description.** CCC CABLE's cable modem Internet service product includes wiring, and a cable modem. Through CCC CABLE's Internet service products, it serves as a local Internet service provider. Those Internet service products enable residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet.

**Cable Modem Internet Service Technology.** Cable modem Internet service is delivered over CCC CABLE hybrid fiber coaxial network using the Data Over Cable Service Interface Specification (DOCSIS). Customers access the network using cable modems. To connect from the network to the Internet, equipment called a Cable Modem Termination System (CMTS) is used. The CMTS acts as a gateway to the Internet for customers' cable modems. This is a shared network, which means that our customers share upstream and downstream bandwidth.

## Expected and Actual Speeds and Latency.

**Expected performance.** Residential customers are offered a variety of high speed Internet plans to choose from, ranging from our 3-meg service (with speeds up to 3 Mbps downstream and 256 Kbps upstream) to 15 meg service (with speeds up to 15 Mbps downstream and 1.5 Mbps upstream). A complete description of the transfer speeds provided with each specific product offering for residential and business customers is available on our website.

**Speed.** The speeds identified for each Internet access service level are the maximum upload and download speeds that customers are likely to experience. Customers' modems are provisioned and the network is engineered to deliver the speeds to which customers subscribe. However, CCC CABLE cannot guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in the network, congestion beyond the network, performance issues with an Internet application, content, or service, and more.

**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 also can 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 and latency performance for CCC CABLE's cable modem Internet service follows:

**Cable modem service.**  Actual speed and latency experienced may vary depending upon network conditions and other factors.  Actual performance of CCC CABLE's Internet access service in most cases will conform to national wireline broadband Internet speed and latency levels reported by the FCC.[2] 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 nonpeak hours, and 85.7% of advertised speeds during peak hours.[3] In addition, the FCC has reported that these same customers experience average latency[4] delays of 28 milliseconds, increasing by an average of 30 milliseconds during peak hours.

**Customer speed test.**  We provide an online speed test for our Internet service customers, available at http://speedtest.ccc-cable.com/speedtest.

**Suitability of the service for realtime applications.**  Our Internet service is suitable for typical realtime applications including messaging, voice applications, video chat applications, gaming, and Internet video.  If users or developers have questions about particular realtime applications, please contact us by phone at 870-367-7300 or by email at support@ccc-cable.net.

**Commercial Terms**

**Prices.**  Monthly prices for our broadband Internet services are listed in the document, CCC Cable Rates and Services.

**Usage-based fees.**  $10 per 50GB over the residential package AUP monthly threshold of 300GB, in blocks of 50GB.

**Fees for early termination.**  Not applicable.

**Fees for additional network services.**  Not applicable.

**Privacy Policies.**  CCC CABLE reserves the right to disclose network traffic information to third parties solely for purposes of providing and maintaining its Internet service product or if required by law.  For further information on privacy policies, see CCC CABLE's Privacy Policy, available on our website.

**Inspection of Network Traffic**.  CCC CABLE routinely monitors network and traffic patterns.

**Traffic monitoring.**  Viruses, worms, Trojans, and other "malware" or "spyware" pose a significant threat to CCC CABLE's network and users.  In an effort to minimize these threats, CCC CABLE constantly monitors the activity and traffic patterns of its network.

**Storage of network traffic information for cable modem Internet service**.  DHCP (Dynamic Host Configuration Protocol) information is a code included in all network traffic that associates that traffic with a  particular cable modem sending or receiving the traffic.  CCC CABLE stores DHCP information for at  least six months.

**Provision of network traffic information to third parties.**  CCC CABLE may disclose network traffic information to third parties solely for purposes of providing and maintaining its Internet service product  or if required by law.

**Use of network traffic information for non-network management purposes.**  None.

**REDRESS OPTIONS**

**Practices for resolving end-user and edge provider complaints and questions.**  End users or edge providers with complaints or questions should contact us by phone at 870-367-7300 or by email at support@ccc-cable.net.

**Questions:** CCC CABLE will endeavor to answer questions promptly via email or voice.

**Complaints:** CCC CABLE will provide an initial response in writing within 15 business days of receipt. An attempt to resolve complaints informally will be made, escalating the matter to senior management if needed.

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[1] 47 C.F.R.  § 8.3 and In re: Preserving the Open Internet, Broadband Industry Practices, Report and Order, 22 FCC Rcd 17905 (2010).
[2] 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 DOC308828A1,  pp.  46 (Aug.  2, 2011) (available at
http://transition.fcc.gov/cgb/measuringbroadbandreport/Measuring_U.S.__ Main_Report_Full.pdf).
[3] The FCC has defined peak hours measured during "busy hour" as weeknights between 7:00 pm and 11:00 pm local time.
[4] 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.