



## **ACCEPTABLE USE POLICY FOR FIBER BROADBAND USAGE:**

Customers agree to abide by LISCO's most recently posted Acceptable Use Policy available at: <http://www.lisco.com/PDF/AUPolicy.pdf>

**FAIR ACCESS POLICY:** Customers understand that 100Mbps Fiber Internet service is for ordinary residential or home business use. Customers with needs which exceed 250GB per month upload or download should call customer service at 641-209-5400 to purchase additional blocks at the current rate of \$25 per 100GB. Exceeding 250GB per month (or such additional limit established for your account) of downloads or uploads will result in additional charges of \$0.50/GB for overages.

The current Acceptable Use and Fair Access Policies are based upon an analysis of customer data usage. The established download and upload threshold of 250GB is well above the typical residential usage requirements LISCO pays for all bandwidth used by its customers. For example, 250GB covers more than 800 hours of standard definition video streaming or 200 hours of High Definition streaming. Those who have extraordinary needs must contribute towards increased costs. Service plans that build upon the base rate of 250GB broadband usage with speeds up to 1GB are available if customers have greater broadband needs. LISCO may temporarily reduce the speed of a customer's service when a pattern of excessive broadband usage has been identified. LISCO will review the usage policy with the customer and jointly determine which usage plan is appropriate for the customer's needs. During this recovery period, LISCO service may still be used, but speeds will be slower. Web browsing, for example, will be significantly slower than subscribers' normal browsing experience. Subscribers will return to normal download speeds after the recovery period as long as they limit their bandwidth-intensive activities to their chosen broadband usage plan. If the customer continues excessive usage activities, there will be an additional charge of \$0.50/GB for the excess over the purchased amount.

## **FREQUENTLY ASKED QUESTIONS**

### ***What is your upload/download limit policy (Fair Access Policy)? Who is affected?***

Only the small percentage of subscribers who exceed the download/upload threshold. Online activities such as viewing Websites, checking email, watching short streaming media presentations, downloading about 40 DVD quality movies or automatic software and anti-virus updates are unlikely to exceed the monthly download/upload threshold of 250 GB.

### ***What activities may cause subscribers to exceed their download threshold?***

Some activities are more likely to exceed the download threshold and trigger the application of the Fair Access Policy (FAP). Several examples are listed below:

1. Peer-to-peer (P2P) file sharing programs such as Napster, Kazaa or LimeWire
2. Continuous downloading or viewing streaming media content such as video programming
3. Hosting of server devices such as email, FTP or Web servers; (only commercial capacity)
4. Hosting computer applications such as Web camera feeds (only with continuous action and high quality)
5. Automated computer to computer connections used for archiving of local computer content
6. Extensive downloading of Usenet Newsgroups (NNTP), especially with high video content
7. Use of BitTorrent applications
8. Frequent, large, simultaneous file downloads
9. Downloading large files (i.e., file sizes that are close in size to the download threshold of your service plan).

Excessive downloading or too many uses of the services described above may cause an increase in the monthly service fee.

### ***What will my Internet access be like if I exceed the download/upload threshold?***

When the download/upload threshold is exceeded, you will experience reduced download speeds for at least 24 hours. During this recovery period, LISCO® fiber service can still be used for activities such as viewing emails and Web surfing, but speeds will be significantly slower than normal browsing experience. LISCO will review the usage policy with the customer and jointly determine which usage plan is appropriate for the customer's needs.

### ***If I exceed the download/upload threshold, what should I do?***

Minimize your bandwidth-intensive activities in order to return to normal download/upload speeds after the recovery period. If you continue excessive use activities during or after the recovery period, you may experience reduced download/upload speeds beyond a 24-hour recovery period. If you find that your download/upload threshold is too small for your needs, you should consider upgrading your service to a plan that offers a greater download/upload threshold.

### ***Does it matter what time of day I download files?***

The best hours for data traffic use begin after 2:00 AM and end before 7:00 AM central time. Larger downloads that occur during these hours will avoid congestion during daytime peak times. This period is recommended for LISCO subscribers to schedule downloading of automated updates or download of other large files. We recommend that you automatically schedule your system updates during this period. We also suggest the use of a download manager software application to assist in the scheduling of large file downloads.

### ***Do you recommend a particular download manager?***

While we cannot recommend any at this time, we are currently in the process of testing several download managers for this purpose.