



#### Network Practices

- Congestion management – At this time Sytek does not practice Congestion Management. All customers are affected equally in the event of congestion.
- Application specific behavior – Sytek does not block or rate control any specific protocols at this time, but reserves the right to block or rate control in the future if the need arises.
- Device attachment rules – Sytek prohibits users to operate their own e-mail, web, FTP, gaming server or other file transfer services or resale of such services without express written permission from Sytek.

#### Security

- Sytek provides no security to the end user, however; uses standard procedures for securing Sytek servers and routers.

#### Performance Characteristics

- Service description – Sytek provides service via the following technologies: Cable Modems, DSL and Fiber to the home. Sytek offers the following speeds: up to: 512K, 1.5mb, 3mb, 5mb, 10mb and 20mb, and generally stays within 20%.
- Sytek does not have specialized terms.

#### Commercial terms

- Pricing –
  1. DSL Pricing: 512K – Res. \$34.95/Bus. \$44.95, 1.5mb Res. \$44.95/Bus. \$54.95, 3mb – Res. \$54.95/Bus. \$64.95
  2. Fiber to the home Pricing: 512K – Res. \$34.95/Bus. \$44.95, 3mb – Res. \$44.95/Bus. \$54.95, 5mb – Res. \$54.95/Bus. \$64.95, 10mb – Res. \$64.95/Bus. \$74.95, 20mb – Res. \$74.95/Bus. \$84.95.
- Privacy Policies – Sytek has a CALEA device in place for law enforcement purposes and has the option to use wireshark to help capture data upon request.
- Redress Options – Management addresses each issue on a pre incident basis.