NETWORK MANAGEMENT POLICY

Wyyerd Fiber provides this Network Management Policy ("Policy") in accordance with FCC's requirements which seek that all internet providers ("ISPs") disclose information about their network practices, performance characteristics and commercial terms of their broadband internet services. This Policy ensures that you have sufficient information about our network prior to selecting any of our broadband services.

Required Public Disclosures:

1. **Blocking**
   Wyyerd Fiber does not block access to lawful content or otherwise prevent end user(s) access to lawful content, applications, service, or non-harmful devices.

2. **Throttling**
   Wyyerd Fiber does not throttle, degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

3. **Affiliated Prioritization**
   Wyyerd Fiber does not favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

4. **Paid Prioritization**
   Wyyerd Fiber does not engage in paid prioritization.

5. **Congestion Management**
   Wyyerd Fiber monitors its network on a continuous basis to determine utilization and reinforces with additional capacity in areas where growth identifies a need. If, and when, congestion emerges, Wyyerd Fiber employs several measures to ensure a positive customer experience and relieve congestion.

6. **Application Specific Behavior**
   Wyyerd Fiber does not engage in any application specific behavior on its network, unless it is in connection with a security measure in accordance with the company's terms of service. Wyyerd Fiber's customers have full access to all lawful content, services, applications and devices the broadband services have to offer.

7. **Device Attachment Rules**
   Wyyerd Fiber may recommend, and in many instances provide, for best customer experience wireless modems, routers or other gateway devices to be used in connection with their services. Notwithstanding the above, customers may attach devices of their selection, provided these do not affect the company's network or clients.

8. **Security**
   Wyyerd Fiber employs practices to ensure end user security and security of the network, protecting the network from the distribution of viruses and spam emails, and the engaging of other malicious behavior. Please review Wyyerd Fiber "Acceptable Use Policy" available on the company's website at https://www.wyyerd.com/legal-and-regulatory.

Performance Characteristics

1. **Service Description**

A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications, is high speed fiber-to-the-home internet service supported via multiple 100/200/400 gigabit per second, geographically diversified, fiber connections to Tier 1 and Tier 2 Internet backbone providers. Latency to Wyyerd Fiber backbone providers Latency is between 4ms and 9ms. Active 100% Fiber-To-The-Home/Premise technologies are utilized to deliver service to the end user premise (customer). Wyyerd Fiber over-provisions the Optical Network customer premise ONT equipment to account for approximately 10% of overhead on the customer's fiber in order to achieve the published speed. Under normal circumstances, a customer should expect to receive the speed of the service-tier purchased or slightly higher. Latency on Wyyerd Fibers's network is less than 10 ms.

The actual or typical speed that a customer will experience while using the Wyyerd Fiber services depends upon a variety of conditions, many of which are beyond the company's control, which includes but is not limited to (1) performance of customer's device; (2) type of connection between customer's device and the ONT; (3) congestion at the website or destination; (4) website restrictions on the speed a visitor can download information from their site.

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.

2. **Impact of Non-Broadband Internet Access Service Data Services**
   Wyyerd Fiber currently provides phone services and tv streaming packages, as well as certain business services, to its customers. Wyyerd Fiber's services use bandwidth (if subscribed). Wyyerd Fiber does not implement any sort of public Wi-Fi service off of our customers' devices.

Commercial Terms

1. **Price:** Information as to Wyyerd Fiber's internet offers can be found at the website: https://www.wyyerd.com.

2. **Privacy Policies:** Wyyerd Fiber's Privacy Policy can be found at https://www.wyyerd.com/legal-and-regulatory.

3. **Broadband Labels**:: Machine Readable CSV file of all currently active Wyyerd Fiber Broadband Labels are available at: https://www.wyyerd.com/broadband_labels.csv

4. **Redress Options:** If you have any questions or concerns about Wyyerd Fiber's network, please visit Wyyerd Fiber's website at https://www.wyyerd.com or contact customer service at (623) 455-4555 or (619) 732-6100.