

Bandwidth Management

The cable systems discussed in this document are connected to the Internet through circuits that Suddenlink leases from other companies. Those third-party circuits do not currently have sufficient capacity to handle all of the data or information being sent to and/or received from the Internet at all times of day, and additional capacity cannot be immediately or viably installed.

If and when such additional capacity becomes available, this document will be updated accordingly, as has been done several times since its original publication. Until then, Suddenlink has put a technology in place in the affected areas that strives to deliver a fair and equitable share of the available capacity to all of our local customers. This technology does not consider a customer's aggregate monthly data usage, nor does it manage traffic based on the type of online activity, protocol or application a customer is using. Instead, this technology focuses on the heaviest users in real time.

Historically, the third-party circuits serving the cable systems listed in this document have tended to become congested between the hours of 4 p.m. and Midnight local time. To relieve congestion during those hours and thus help ensure that all customers in these systems receive a fair and equitable share of available bandwidth to the Internet, we installed technology that reviews customer accounts associated with the most commonly subscribed service package in each area; identifies those accounts with heavy usage, as defined below, occurring in the most recently measured 10-minute period between 4 p.m. and Midnight; and decreases these customers' access speeds for one hour.

In the Junction, Nocona, and Sonora, Texas, cable systems: The most commonly subscribed service package features download speeds up to 1 Megabit per second (Mbps); heavy usage is defined as 25 or 30 Megabytes in 10 minutes between 4 p.m. and Midnight; and download speeds are slowed to 256 Kilobits per second (Kbps) for one hour.

In the Albany, Crane, and Lost Pines, Texas, cable systems: The most commonly subscribed service package features a download speed up to 3 Mbps; heavy usage is defined as 60 Megabytes in 10 minutes between 4 p.m. and Midnight; and download speeds are slowed to 1 Mbps for one hour.

In the **Woodward, Okla.**, cable system, the most commonly subscribed service package features a download speed up to 15 Mbps; heavy usage is defined as 25 Megabytes in 10 minutes between 4 p.m. and Midnight; and download speeds are slowed to 3 Mbps for one hour.

Most customers in the cable systems listed above will not be affected by the described technology. Because this technology is dynamic and works in real time, its application to a particular customer will depend on the time of day (i.e., between 4 p.m. and Midnight local time) and customer usage volume in the most recent 10-minute period during those hours.