SWC Telesolutions, Inc.

OPEN INTERNET POLICY

SWC Telesolutions, Inc. adopts this Open Internet Policy to promote the Internet as an open platform to enable in customer choice, freedom of expression, end-user control, competition, and the freedom to innovate.

<u>No Unreasonable Discrimination</u>: SWC Telesolutions, Inc. does not unreasonably interfere or disadvantage a customer's transmission of lawful network traffic over his/her broadband Internet service, subject, however, to SWC Telesolutions, Inc.'s reasonable network management. For reasonable network management practices, see below.

SWC Telesolutions, Inc. does not:
- Discriminate among specific uses, or class of uses, of its network;
- Impair, degrade or delay VoIP applications or services which compete with its voice services or those of its affiliates;
- Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services or non-harmful devices;
- Impair free expression by actions such as slowing traffic from particular web sites or blogs;
- Demand pay-for-priority or similar arrangements that directly, or indirectly, favor certain traffic over other traffic;
- Prioritize its own application, services or devices or those of its affiliates.

<u>No Blocking</u>: SWC Telesolutions, Inc. does not block lawful content, applications, services, or non- harmful devices. This is subject to SWC Telesolutions, Inc. 's reasonable network management. See below for network management practices.

NETWORK MANAGEMENT
PRACTICES

<u>General</u>: SWC Telesolutions, Inc. manages its network to provide high quality service to its customers. SWC Telesolutions, Inc. cannot guarantee the prevention of spam,

viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to customers.

Latency: (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, typically, is measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies, based on numerous 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.

Congestion: SWC Telesolutions, Inc. has always done everything within its power to avoid Congestion. However, it may be possible that congestion occurs in the future, particularly as it may be related to the service capacity from third parties used by SWC Telesolutions, Inc. to provide customers access to the web. Such service capacity and attendant congestion concerns are outside the control of SWC Telesolutions, Inc.

SWC Telesolutions, Inc. does implement management network techniques in order to minimize congestion. SWC Telesolutions, Inc. operates and plans its network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best effort.

Our capacity management approach will change over time, as we continue to study and enhance our practices and as new technologies emerge. In the meantime, we will continue to invest in our network in accordance with our normal course of business operations, which will include installing technology that increases speed and capacity of services.

Such management techniques include the monitoring of bandwidth in and out of SWC Telesolutions, Inc. 's internet network.

Use of Network: In no case will SWC Telesolutions, Inc. discriminate among customers on the basis of the lawful type of content, applications, services or devices which the customer uses.

Applications: Customers may use any lawful and commercially available application which they desire. SWC Telesolutions, Inc. does not normally monitor the content of the customer's traffic or applications and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer. SWC Telesolutions, Inc. will only take steps regarding an application- specific behavior by a

customer if there is a reasonable belief that the application will cause harm to SWC Telesolutions, Inc.'s network or is unlawful, including, but not limited to, violation of intellectual property rights. SWC Telesolutions, Inc. though, does use devises to monitor the amount and frequency of customer's usage.

Devices: A customer may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by SWC Telesolutions, Inc. as long as such device does not harm the network or infringe upon the intellectual rights of another.

Security: SWC Telesolutions, Inc. undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. SWC Telesolutions, Inc. does not guarantee that it can protect customers from any or all security breaches. The customer is using this service at its own risk. Customers are cautioned to purchase their own spam filtering and antivirus software from commercial vendors to meet their needs. However, a customer that is subject to spam, virus, denial of service attack or similar malicious, unlawful or unwarranted activities is urged to contact SWC Telesolutions, Inc. as soon as possible. SWC Telesolutions, Inc. will work with the customer on how the customer can take appropriate and economically reasonable efforts to address the matter. SWC Telesolutions, Inc. reserves the right to restrict, suspend or terminate a customer's service in the event customer's security breach negatively impacts SWC Telesolutions, Inc.'s network or service to other customers.

Other Matters: If identified by the Company as such, SWC Telesolutions, Inc. will charge wi-fi sharing, reselling, or unsecured network users different rates for the service.

PERFORMANCE CHARACTERISTICS

The pricing and levels of service provided by SWC Telesolutions, Inc. can be found at http://www.sacredwindcommunications.com/Internet_Services.aspx. The service provided is a DSL type of service consisting of fiber optic and copper digital facilities. Expected access speeds in the DSL portions of the network range from 4Mb to 200Mb depending on the actual lengths of the respective fiber trunks and copper lines. SWC Telesolutions, Inc.'s ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services.

Your Internet Speeds: SWC Telesolutions, Inc. provides residential and commercial customers with a variety of high speed Internet plans from which to choose, ranging from our initial tier with download speeds up to 6 megabits per second ("Mbps"), and our top tier with speeds up to 100Mbps. SWC Telesolutions, Inc. provisions its customers' modems and engineers its network to ensure that its customers can enjoy

the speeds to which they subscribe. However, SWC Telesolutions, Inc. does not guarantee that a customer will actually achieve those speeds at all times. Without purchasing an expensive, dedicated Internet connection, no Internet Service Provider ("ISP") can guarantee a particular speed at all times to a customer. SWC Telesolutions, Inc. advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. This is also known as "Best Effort."

The "actual" speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of an ISP such as SWC Telesolutions, Inc. These conditions include:

1. Performance of a customer's computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any malware and/or viruses.

2. Type of connection between a customer's computer and SWC Telesolutions, Inc. equipment. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion. Wireless connections for use with SWC Telesolutions, Inc.'s higher speed tiers may not perform at the speeds delivered by these tiers.

3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.

4. Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.

5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.

6. The performance of the modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

   This is the reason that SWC Telesolutions, Inc., like all other ISPs, advertises speeds as "up to" a particular level, and does not guarantee them.

PRIVACY

As a general statement, SWC Telesolutions, Inc. does not usually entail inspection of network traffic. SWC Telesolutions, Inc. does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. SWC Telesolutions, Inc. does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act and other applicable national and state security and criminal statutes. For further information about SWC Telesolutions, Inc. use of personally identifiable consumer information, please review SWC Telesolutions, Inc.'s Privacy Policy at http://www.sacredwindcommunications.com

*SWC Telesolutions, Inc. is the sole owner of the information collected on its website.