Honest Networks
Network Management Disclosure

Last Modified: July 23, 2018

Honest Networks, LLC. ("Honest") respects that you have a choice when it comes to your Internet service provider. Honest provides its customers, and potential customers, with information about its residential Internet services so they can make informed decisions about which services best meet their needs. The Federal Communications Commission ("FCC") requires that all broadband Internet access service providers, including Honest, disclose the following information about its Internet services and network management practices.

1.   **Network Management Practices**

Blocking
Honest does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices.

Throttling
Except as described below in the section titled "Application Specific Behavior," Honest does not degrade or impair access to lawful Internet traffic based on content, application, service, user, or use of a non-harmful device.

Affiliated Prioritization
Honest does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

Paid Prioritization
Honest does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Congestion Management
Honest wants to deliver the best possible broadband Internet access service to all its customers. To do so, Honest uses reasonable network management practices to mitigate the effects of network congestion and improve security that are consistent with industry standards. Honest monitors its network and uses various technical tools and techniques to manage its network and ensure that all customers comply with the Acceptable Use Policy and the Terms and Conditions of Service for Residential Internet Access Services ("Terms of Service"). Because network traffic patterns, Internet technologies, and threats to the network change regularly, Honest may frequently change the methods its uses to monitor and manage its network. Any material changes to Honest's network management practices will be posted here.

Honest uses bandwidth and Internet traffic flow management tools to detect and prevent distribution to customers of harmful traffic and content like spam, malicious Internet traffic such as denial of service attacks, malware, phishing scams, viruses, or other harmful code or content. Additionally, Honest uses these tools to manage high volume data upload server activity such as from Bit torrent or peer-to-peer file sharing servers.

Application-Specific Behavior
Honest slows upload speeds on Bit torrent and other peer-to-peer file sharing applications that behave as a file server, which use is prohibited under Honest's Terms of Service and Acceptable Use Policy for standard residential Internet services. Otherwise, Honest provides its customers will full access to lawful content, services, and applications accessible through use of the Internet. Honest does not block or slow speeds for specific Internet protocols or protocol ports (except to prevent security threats or

malicious activity), in ways not prescribed by protocol standards, and does not otherwise speed up or slow down certain applications or classes of applications.

Device Attachment Rules
Honest supplies approved Internet routers to its customer for a fee. Honest also permits Customers to use their own devices to access the Internet service through Honest's network, such as a modem or WiFi router, in accordance with the Terms of Service and Acceptable Use Policy, but does not provide technical support for Customer-supplied devices. Honest does not permit the connection of devices used as a server or to participate in illegal or harmful activity in violation of the residential Terms of Service or Acceptable Use Policy. Although Honest reserves the right to require device certification in the future, Honest does not currently require any specific certifications for Internet modems supplied by Customer.

Security
As part of its regular network management practices, Honest uses several technologies and methods to protect the security of its network and customers. Honest virtually and/or physically separates each port on its network and may monitor for viruses, malware, and other harmful code or content that are known today or may become harmful. The current monitoring and threat management protocols do not close or block specific ports, but instead remove harmful traffic from the network.

2.   **Performance Characteristics**

Service Description
Honest provides a summary of its service delivery and tier offerings here. Honest strives to provide Internet access services at the highest possible speeds. Recent testing demonstrates that Honest's Internet access service consistently delivers at or above the "provisioned" speed for the particular service tier. Honest also provides a speed test, which can be found in our user portal, so you can test your connection for yourself.

Other Services on Our Network
Honest currently provides only Internet access services to its customers over its network.

3.   **Commercial Terms**

Pricing and Other Fees
For information about pricing and fees for Honest's various residential Internet tiers of service, please visit the home page. Additional fees, such as for equipment rental, installation, and IP address provision, may apply. Honest does not currently impose data usage limits or fees for its residential services, but reserves the right to do so.

Privacy Policy
Honest's privacy policy may be found here.

Redress Options
If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about Honest's Internet service, please contact Honest by email at support@honest.net or by phone at 844-846-6378. Honest uses a ticketing process and will promptly address all issues raised.