

Broadband Service Information and Disclosure

Lumos is committed to providing consumers with accessible, easy-to-understand information about the services we provide because we want them to make informed decisions about which services best meet their needs. This page provides information on the policies, agreements, and other information relevant to consumers' decisions. Additionally, the information on this page addresses Federal Communications Commission ("FCC") disclosure requirements.

Customers' use of Lumos's broadband services is governed by the terms and conditions available [here](#).

1. Network Management Practices

Lumos's network and congestion management practices are application-agnostic. We manage our network based on current network conditions, not customers' size, online activities, protocols or applications. Lumos does not manage congestion by capping any customer's individual usage, reducing the speed of an individual customer's service once a certain amount of usage is exceeded, or other similar strategies. Instead, Lumos focuses on anticipating and avoiding congestion by monitoring aggregate network use and augmenting capacity when and where needed in a targeted manner. You can learn more about Lumos's network management [here](#).

a. Blocking

Lumos does not block access to any lawful content, applications, service, or non-harmful devices.

b. Throttling

Lumos does not engage in any practice, apart from reasonable network management described in our [Network Management Policy](#), that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

c. Affiliated Prioritization

Lumos 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.

d. Paid Prioritization

Lumos 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.

e. Congestion Management

Lumos consistently monitors the connections on its network in the aggregate to determine the rate of utilization. Based on this monitoring, Lumos proactively increases capacity by adding fiber optic nodes, transport, aggregation routers, and bandwidth. In

rare instances, customers may experience longer download or upload times, or slower surf speeds as a result of network congestion. Even in these instances, Lumos proactively engages in re-routing of Internet traffic to relieve congestion.

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f. Application-Specific Behavior

Lumos does not (i) block or rate-control any specific protocols or protocol ports, (ii) modify protocol fields in ways not prescribed by the protocol standard, or (iii) otherwise inhibit or favor certain applications or classes of applications.

g. Device Attachment Rules

Lumos does not restrict the customers' connection to the network of any lawful devices.

h. Security

Lumos understands the importance of attempting to secure its network and customers from network threats and annoyances. Lumos promotes the security of its network by providing resources to its customers for identifying and reporting such threats as spam, viruses, firewall issues, and phishing schemes. Lumos also deploys spam filters in order to divert spam from an online customer's email inbox while allowing the customer to control which emails are identified as spam. Lumos does not block any protocols, content, or traffic for purposes of network management, except that Lumos attempts to block or limit spam, viruses, malware, and denial of service attacks.

Customers whose conduct abuses or threatens Lumos's network or which violates the Lumos Terms and Conditions or Acceptable Use Policy will be requested to stop any such use immediately. A failure to respond to such request or to cease such conduct could result in immediate service suspension or termination.

2. Performance Characteristics

a. Service Description

Lumos offers a variety of broadband services including plans with different "speeds." The term speed is often used to describe the capacity at which a particular broadband service can transmit data. Speed is typically measured in the number of kilobits, megabits, or gigabits that can be transmitted in one second (Kbps, Mbps or Gbps). Some applications, such as email without attachments or basic web browsing, do not require high-capacity speeds to function optimally. Other activities, like transferring large data files, are best performed with higher-speed services. Lumos works with customers to help them decide what service speed best meets their needs.

You can learn more about Lumos's network management [here](#), and you can learn more about the characteristics associated with Lumos's specific plans [here](#).

b. Impact of Non-Broadband Internet Access Service Data Services

Lumos does not offer non-broadband Internet access service data services.

3. Commercial Terms

a. Price

Lumos offers broadband services at a variety of price points, generally related to the speed associated with each plan. You can learn more about our broadband plans and pricing [here](#).

b. Privacy Policies

You can find Lumos's privacy policy [here](#).

c. Redress Options

For questions, complaints or requests for additional information, please contact Lumos by phone at 866-542-5900, by email at help@lumosfiber.com, or via chat on our [Contact Us](#) web page. To submit complaints to the FCC, please call 1-888-225-5322 or visit www.consumercomplaints.fcc.gov/hc/en-us/.

d. Broadband Labels Options

As required by the FCC, Lumos provides customers and potential customers broadband labels that clearly identify important characteristics of the broadband plans that Lumos offers at the customer's address. You can find the broadband label information for all of Lumos's broadband plans [here](#), and you can find a spreadsheet in csv format containing the same information [here](#).