

ANNE ARUNDEL BROADBAND NETWORK MANAGEMENT PRACTICES

(Pursuant to 47 C.F.R. § 8.1 et seq)

ANNE ARUNDEL BROADBAND, LLC has developed the following network management practices with respect to its broadband Internet access services in Maryland. This document is intended to meet the Transparency requirements of the Protecting and Promoting the Open Internet regulations promulgated by the Federal Communications Commission ("Commission") (codified in 47 C.F.R. §§ 8.1, et seq.). This document is in addition to and supplements any other existing terms, policies and procedures relating to ANNE ARUNDEL BROADBAND's broadband Internet access services (sometimes referred to as "BIAS"). ANNE ARUNDEL BROADBAND'S NETWORK MANAGEMENT PRACTICES, AS WELL AS THE PERFORMANCE CHARACTERISTICS AND TERMS OF SERVICE, FOR ITS BROADBAND INTERNET ACCESS SERVICES ARE SUBJECT TO CHANGE. We will provide updates to this document, the most recent version of which is located at:

Residential Customers: www.Broadstripe.com

Business Customers: <http://www.wowforbusiness.com/docs/wow/network-management/network-management.pdf> and in other appropriate locations if we make important or significant changes to our network management practices.

I. OVERVIEW

The purpose of this document is to disclose information regarding ANNE ARUNDEL BROADBAND's network management practices, performance, and commercial terms of its broadband Internet access service (the "Service") sufficient for consumers to make informed choices regarding use of such Service and for content, application, service, and device providers to develop, market, and maintain Internet offerings, consistent with the Commission's Protecting and Promoting the Open Internet regulations. High-speed bandwidth and network resources are limited and managing the network is essential to promote the use and enjoyment of the Internet by all of our customers. ANNE ARUNDEL BROADBAND is committed to providing the best online experience possible for all of its customers and uses reasonable network management practices to ensure that the ANNE ARUNDEL BROADBAND Service is used in ways that are consistent with the specifications of a shared network, and the standards of our local municipalities and the Internet community. ANNE ARUNDEL BROADBAND also aims to ensure that the Internet access resources we provide are used in a manner that benefits everyone. The network management practices used by ANNE ARUNDEL BROADBAND are consistent with industry standards. For example, we use tools and practices to reduce the negative effects of spam, viruses or other harmful code or content, security attacks, network congestion, and other risks and degradations of the Service. By engaging in reasonable and responsible network management, ANNE ARUNDEL BROADBAND can deliver the best possible broadband Internet experience to all of its customers.

The Acceptable Use Policy is located at:

Residential Customers: www.Broadstripe.com

Business Customers: <http://www.wowforbusiness.com/docs/wow/terms-and-conditions-current/business-acceptable-use.pdf>
Acceptable Use Policy (referred to as the "AUP" or "AUPs")

The AUPs contain a series of use policies, guidelines and restrictions that ANNE ARUNDEL BROADBAND expects its customers to adhere to as they use the Service. ANNE ARUNDEL BROADBAND also has terms and conditions of service that apply to both its residential and business customers, which are located at:

Residential Customers: www.Broadstripe.com

Business Customers: <http://www.wowway.com/wowforbusiness.com/docs/wow/terms-and-conditions-current/business-customer-general-terms.pdf> (the "Terms"). Overall, the AUPs, the terms and conditions of service and this Network Management Practices disclosure address ANNE ARUNDEL BROADBAND's (and where applicable its providers') network management techniques and approaches. ANNE ARUNDEL BROADBAND's use of various tools and techniques to manage its network, deliver its service, and ensure compliance with the AUPs and its terms and conditions of service, can and do change periodically. As the Internet and related technologies continue to evolve and advance, ANNE ARUNDEL BROADBAND's network management practices, techniques and tools will also change so that we can deliver a reliable and safe service to all of our customers. We will provide updates to this document, the most recent version of which is located on:

Residential Customers: www.Broadstripe.com

Business Customers: <https://www.wowforbusiness.com/docs/wow/network-managment/network-management.pdf>

and in other appropriate locations if we make important or significant changes to our network management practices.

II. NETWORK PRACTICES

Overall, ANNE ARUNDEL BROADBAND follows these network management practices:

- **No blocking.** ANNE ARUNDEL BROADBAND does not block access to legal content, applications, services or non-harmful devices, subject to reasonable network management.
- **No throttling.** ANNE ARUNDEL BROADBAND does not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices, subject to reasonable network management.
- **No paid prioritization.** ANNE ARUNDEL BROADBAND does not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind, or to benefit an entity affiliated with ANNE ARUNDEL BROADBAND.

A. Congestion Management:

ANNE ARUNDEL BROADBAND monitors its network on a continual basis to determine if an area of congestion could occur. The area of possible congestion will be identified and network improvements will attempt to be made prior to any congestion occurring. These network improvements may include: the addition of network hardware or network segregation to accommodate additional traffic. If a period of congestion occurs, customers may experience things like: longer times to download or upload files, surfing the Web may seem somewhat slower, or playing games online may seem somewhat sluggish. ANNE ARUNDEL BROADBAND does not manage congestion based on the online activities, protocols or applications a customer uses; it only focuses on the areas with the heaviest usage and works to alleviate any congestion prior to any customer impact. The purpose is to eliminate periods of congestion as quickly as possible. The criteria or indicators that we use to determine if ANNE ARUNDEL BROADBAND should implement a congestion reducing practice is when utilization has reached a predetermined level, typically above 70%, we begin developing a network design to accommodate the additional traffic as well as calculating for future growth. Congestion in the ANNE ARUNDEL BROADBAND network most often occurs during the evening hours between 5pm and 11pm, although congestion may occur at any time. ANNE ARUNDEL BROADBAND's goal is to ensure your connection is as stable as possible so that you receive the bandwidth you are expecting. ANNE ARUNDEL BROADBAND does not have usage limits, but will remove network access to any users determined as being abusive to the system, which we generally define as any user violating our Terms of Service or Acceptable Use Policy.

B. Application-Specific Behavior:

ANNE ARUNDEL BROADBAND does not block P2P traffic or applications like BitTorrent, Gnutella, or others as part of its current network congestion management technique. ANNE ARUNDEL BROADBAND does not discriminate against particular types of lawful online content. ANNE ARUNDEL BROADBAND provides its customers with full access to all the lawful content, services, and applications that the Internet has to offer. However, we are committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. In that connection, we use industry standard tools and generally accepted practices and policies to help ensure that our customers are protected from unwanted or harmful content and activities. ANNE ARUNDEL BROADBAND's use of these tools, techniques and policies help to identify and restrict certain harmful and unwanted online content, such as spam or phishing Web sites. In other cases, these tools, techniques and policies may permit customers to identify certain content that is not clearly harmful or unwanted, such as bulk email or Websites with questionable security ratings, and enable those customers to inspect the content further if they want to do so.

C. Device Attachment Rules:

ANNE ARUNDEL BROADBAND allows for customer owned equipment to be used on the network, so long as such devices do not interfere with the ANNE ARUNDEL BROADBAND network or ANNE ARUNDEL BROADBAND's ability to provide the Service. These devices are not supported or managed by ANNE ARUNDEL BROADBAND, unless it is in the best interest of ANNE ARUNDEL BROADBAND and the operation of the network.

D. Security:

ANNE ARUNDEL BROADBAND employs a number of practices to help prevent unwanted communications such as spam as well as protect the security of our customers and network. ANNE ARUNDEL BROADBAND limits the number of login, SMTP, DNS, and DHCP transactions per minute (at levels far above "normal" rates) that customers can send to ANNE ARUNDEL BROADBAND's servers in order to protect them against Denial of Service (DoS) attacks. We do not disclose the exact rate limits in order to maintain the effectiveness of these measures, which ensure that these critical services are available for all of our customers. In order to further protect our customers, ANNE ARUNDEL BROADBAND blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information, for example, SQL Exploits and Microsoft communication protocol ports. In addition, ANNE ARUNDEL BROADBAND conducts several security initiatives, and offers security tools for our customers, such as DoS monitoring and Virus Scanning software.

E. User or Application-Based Practices and Likely Effect on End Users:

We do not presently employ any practice that is applied to traffic associated with a particular user or user group, including any application-agnostic degradation of service to a particular end user.

III. PERFORMANCE CHARACTERISTICS

A. Service Description:

ANNE ARUNDEL BROADBAND is a cable television provider that offers high speed cable modem Internet service. ANNE ARUNDEL BROADBAND provides residential and business customers with a variety of high speed Internet plans from which to choose, ranging from our lowest tier with download speeds up to 8 megabits per second ("Mbps"), and upload speeds up to 1 megabits per second ("Mbps") to our highest tier with download speeds up to 60 Mbps, and upload speeds up to 5 Mbps. ANNE ARUNDEL BROADBAND provisions its customers' modems and engineers its network to ensure that its customers can enjoy the speeds to which they subscribe. However, ANNE ARUNDEL BROADBAND 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. ANNE ARUNDEL BROADBAND advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes.

Expected and Actual Speeds

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 ANNE ARUNDEL BROADBAND. 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 adware and viruses.
2. **Type of connection between a customer's computer and modem**. 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. ANNE ARUNDEL BROADBAND does not recommend wireless modem connections for use with its higher speed tiers as many wireless connections do 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 cable 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 ANNE ARUNDEL BROADBAND, like other ISPs, advertises speeds as "up to" a particular level, and does not guarantee them. See below for additional information.

Provisioned Speeds

Generally, ANNE ARUNDEL BROADBAND "over provisions" its customers' modems. This is intended to provide an extra buffer for speed performance. As a result, in some circumstances ANNE ARUNDEL BROADBAND customers experience speeds in excess of that provisioned as part of their chosen speed tier.

Latency

Latency is another measurement of Internet performance. Latency is 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 is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As 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.

In general, ANNE ARUNDEL BROADBAND's SLO for average round-trip latency in any metro market is less than or equal to 45ms and is measured from the customer premise demarcation where service is provided to the nearest interconnection location in 15-minute samples throughout the month. See below for additional information.

IP Packet Delivery and Loss

Packet loss is defined as the percentage of packets that are dropped between the customer premise demarcation where service is provided to the nearest interconnection location and is measured in 15-minute samples throughout the month. Like latency, packet loss varies based upon a number of factors and to it is not possible to provide customers with a single figure that will define packet loss as part of a user experience. In general, ANNE ARUNDEL BROADBAND's SLO for IP packet delivery is 99.9% in any given month, which equates to a packet loss percentage of less than or equal to 0.1%. See below for additional information.

Customer Speed Test

ANNE ARUNDEL BROADBAND offers its customers to the ability to test the speeds that they are receiving on ANNE ARUNDEL BROADBAND's network from the customer's computer to a test site on ANNE ARUNDEL BROADBAND's network. Simply go to the speed test site for your service location to test your connection at www.Broadstripe.com.

Other Speed Test Information

You can also access external sources that compile speed test information for various ISPs, including ANNE ARUNDEL BROADBAND. The download index can be accessed online at <http://www.speedtest.net/awards>. The data is taken over an approximately 1 month period. The ISP graph data spans several years. Ratings by ISP are based on results collected from speedtest.net. To review this information please follow the steps below:

1. <http://www.speedtest.net/awards>;
2. Select United States and select your state; and
3. Scroll down to ISPs.

Suitability of the Service for Real-Time Applications

ANNE ARUNDEL BROADBAND offers a variety of Service plans, with different speeds. Some of ANNE ARUNDEL BROADBAND's low tier plans would not be suitable for certain real-time applications. Generally speaking, real-time applications such as streaming video or video conferencing may require subscription to ANNE ARUNDEL BROADBAND's Service plans with speeds at or above 12Mbps.

B. Impact of Non-BIAS Data Services:

We provide Quality of Service for our Voice platform, which gives priority access for voice traffic throughout the network. This helps to ensure your calls will remain as clear and error free as possible. If congestion has met the maximum capacity for last mile traffic, there may be a temporary delay in last mile HSD traffic. We use congestion management techniques to prevent or minimize such delays. We also give priority access for business customers that subscribe to our Ethernet virtual private line services. We do not similarly prioritize traffic from BIAS services.

IV. COMMERCIAL TERMS

As stated above, ANNE ARUNDEL BROADBAND provides a range of residential Internet Services, which are subject to our AUPs and Terms. The Terms can vary depending upon the service location. WOW! Business also has AUPs and "standard" terms of service that apply to our business customers, but those terms can vary from customer to customer based upon individual negotiations. Prospective residential and business customers should read both agreements before purchasing Services from ANNE ARUNDEL BROADBAND or WOW! Business. The Terms and the AUPs may be changed at ANNE ARUNDEL BROADBAND's discretion in accordance with the terms of the agreements. The current versions of the AUPs and Terms are posted on our website at www.Broadstripe.com (residential) and www.wowforbusiness.com (business).

A. Pricing:

General Pricing Policy.

All prices for ANNE ARUNDEL BROADBAND Internet services are provided to customers at the point of sale and before services are provided to the customer. **ALL OF ANNE ARUNDEL BROADBAND'S PRICES ARE SUBJECT TO CHANGE.** Prices for ANNE ARUNDEL BROADBAND broadband Internet access services vary by region and often change over time or based on current promotions. Current subscribers can find pricing information concerning their service on their monthly bill or by contacting a customer service representative at (410) 987-9300.

Residential Prospective customers can obtain pricing information for broadband Internet access service by contacting a ANNE ARUNDEL BROADBAND sales representative at (410) 987-9300 or by visiting www.Broadstripe.com.

Business Prospective customers can obtain pricing information for broadband Internet access service by contacting a local WOW! Business sales representative at (410) 987-9300. WOW! Business typically sells its broadband Internet access service to business customers for a specified term (generally ranging from 1-5 years). Pricing may vary depending upon the length of the agreed upon service term. Customers that agree upon a longer service term may receive more favorable pricing. In most cases, our Business agreements automatically renew for an additional term (usually one year) at the end of the initial term. **All of WOW! Business's prices are subject to change.**

ANNE ARUNDEL BROADBAND offers a variety of service plans in its operating regions, which include pricing for Internet Services that vary depending upon the plan and whether the Internet Services are bundled with ANNE ARUNDEL BROADBAND's other service offerings. ANNE ARUNDEL BROADBAND's current residential pricing and offers are located at www.Broadstripe.com. For business pricing and offers, contact a local WOW! Business sales representative at (410) 987-9300.

Promotional Rates.

ANNE ARUNDEL BROADBAND periodically offers promotional rates, which are most often available to new customers. The length of the promotional rate varies depending upon the offer. At the end of the promotional rate period, pricing will be adjusted to reflect ANNE ARUNDEL BROADBAND's then current standard rate. In some service areas, ANNE ARUNDEL BROADBAND offers to its residential customers the option to enter into an agreement with a specified minimum term.

Customers that agree upon a minimum term arrangement may receive more favorable pricing. At the end of the minimum term, the agreement will automatically continue (if not terminated) on a month to month basis and **pricing will be adjusted to reflect ANNE ARUNDEL BROADBAND's then current standard rates. If the Agreement is terminated early by the Customer without cause (or by ANNE ARUNDEL BROADBAND, for cause), EARLY TERMINATION FEES WILL APPLY, AS DESCRIBED FURTHER BELOW.**

We typically agree with our business customers that the agreed upon BIAS pricing will not change for the initial term of our agreement. After the initial term, pricing is subject to change.

Standard Fees and Charges (Effective Date 09/01/19)

Residential. For our residential services BIAS customers, our standard fees and charges vary depending on the service location, but can include:

Residential Installation & Other Service Rates	North Co.	South Co.
Install Fee (includes installation of primary outlet only)	\$60.00	\$60.00
Install Fee (includes installation of each additional outlet after primary)	\$20.00	\$20.00
Install Fee – Each Additional Outlet (separate trip)	\$50.00	\$50.00
Wall Fish (Includes One Outlet)	\$75.00	\$75.00
Electronic Change of Service Charge	\$1.99	\$1.99
Equipment Deposit (may be required)	Varies	Varies
Ethernet Installation	\$50.00	\$50.00
Field Collection Fee	\$30.00	\$30.00
Field Service Charge	\$50.00	\$50.00
Hourly Service Charge	\$40.00	\$40.00
Late Payment Fee	\$10.00	\$10.00
Returned Check Processing Fee	\$30.00	\$30.00
Missed Appointment Fee	\$50.00	\$50.00
SDI Restart Fee (soft disconnect)	\$15.00	\$15.00
Reconnect/Restart Fee (hard disconnect)	\$34.95	\$34.95
Transfer Fee	\$34.95	\$34.95
Unreturned Equipment Fees	Varies	Varies
Paper Statement Fee	N/A	N/A
Fiber Optic Drop Bury/Construction	N/A	Varies
Coax Drop Bury/Construction	Varies	N/A

Residential Internet Per Month Rates	North Co.	South Co.
High Speed Internet 8/1	\$30.95	\$30.95
High Speed Internet 15/2	\$52.95	\$52.95
High Speed Internet 30/5	\$71.95	\$71.95
High Speed Internet 60/5	\$91.95	\$91.95
High Speed Internet 110/10	N/A	\$111.95
High Speed Internet 300/20	N/A	\$131.95
Home Networking (Wi-Fi) Service	\$4.99	\$4.99

Internet pricing excludes equipment fees, installation, applicable taxes and service call charges. For promotional pricing, contact us at (410) 987-9300.

Residential Internet Equipment Per Month Lease Rate	North Co.	South Co.
Cable Modem	\$5.00	\$5.00
Wi-Fi Modem	\$5.00	\$5.00
EMTA	\$6.00	\$5.00

Equipment pricing excludes installation, applicable taxes and service call charges.

Business. For our business services BIAS customers, our standard fees and charges vary depending on the service location and number of years in a contract, but can include:

Business Internet Service Per Month Rates	North Co.	South Co.
High Speed Internet 8/1	\$62.50	\$62.50
High Speed Internet 15/2	\$74.93	\$74.93
High Speed Internet 30/5	\$149.93	\$149.93
High Speed Internet 60/5	\$174.93	\$174.93
Home Networking (Wi-Fi) Service	\$4.99	\$4.99

Internet pricing excludes equipment fees, installation, applicable taxes and service call charges. Rates that apply to business customers often vary from customer to customer based upon individual negotiations.

Business Internet Equipment Per Month Lease Rate	North Co.	South Co.
Cable Modem	\$5.00	\$5.00
Wi-Fi Modem	\$5.00	\$5.00
EMTA (1 – 2 Lines)	\$6.00	\$6.00
EMTA (3 – 4 Lines)	\$8.00	\$8.00
EMTA (5 – 8 Lines)	\$14.95	\$14.95
EMTA (9 – 12 Lines)	\$40.00	\$40.00

Equipment pricing excludes installation, applicable taxes and service call charges.

All of ANNE ARUNDEL BROADBAND’s prices are subject to change.

Data Caps, Usage-Based Fees, and Fees for Early Termination or Additional Network Services.

ANNE ARUNDEL BROADBAND generally does not limit the amount of usage (by imposing specific data caps) or impose usage-based fees. ANNE ARUNDEL BROADBAND also does not impose fees for early termination for its residential service customers, but ANNE ARUNDEL BROADBAND does retain the right under its terms to impose additional charges upon residential customers that use excessive bandwidth, which ANNE ARUNDEL BROADBAND considers to be bandwidth that is inconsistent with residential use. WOW! Business does impose early termination fees upon its business services customers, as more particularly described in the Business Services General Terms and Conditions, located at <https://www.wowforbusiness.com/docs/wow/terms-and-conditions-current/business-customer-general-terms.pdf>. In general (and depending upon a customer's agreement with WOW! Business), WOW! Business imposes an early termination fee upon its business customers as follows: early termination charges are equal to (i) the reasonable expenses and costs incurred by WOW! Business through the date of termination including but not limited to installation costs, survey costs, competitive contract buyout charges or other third party costs incurred by WOW! Business, direct labor and materials; plus (ii) the amount of any unpaid invoices; plus (iii) 75% of the agreed upon monthly service charges multiplied by the number of months remaining in the term of the service agreement. These early termination fees can vary depending upon the type of service involved, the applicable terms and conditions of service and our customer’s specific agreement with WOW! Business.

In some service areas, ANNE ARUNDEL BROADBAND offers to its residential customers the option to enter into an agreement with a specified minimum term (usually one year). If the Agreement is terminated after 30 days but before the end of the minimum term by the Customer without cause (or by ANNE ARUNDEL BROADBAND, for cause), EARLY TERMINATION FEES WILL APPLY. Residential customers may view the Minimum Term Agreement Conditions, which includes information on the application and amount of the ETF, by visiting www.Broadstripe.com.

B. Privacy Policies:

Privacy Policy

The Privacy Policy is located at:

Residential Customers: www.Broadstripe.com

Business Customers: <https://www.wowforbusiness.com/docs/wow/terms-and-conditions-current/privacy-policy.pdf>.

The Privacy Policy is subject to change.

Inspection of Network Traffic

ANNE ARUNDEL BROADBAND automatically measures and monitors network performance and the performance of our customer's Internet connection and our network. ANNE ARUNDEL BROADBAND may also monitor and record information about a customer's computer, equipment profile or settings and the installation of software it provides. ANNE ARUNDEL BROADBAND does not share information collected for the purpose of network or computer performance monitoring or for providing customized technical support outside of ANNE ARUNDEL BROADBAND or its authorized vendors, contractors and agents. ANNE ARUNDEL BROADBAND reserves the right to modify the password(s) for the router(s) used with the Service in order to safeguard Internet security, the security and privacy of customer information, where required by law, and/or for other good cause to provide, upgrade and maintain the Service, protect the network, other users of the Internet, or its customers.

If a customer types a Uniform Resource Locator (URL) which contains a nonexistent or unassigned domain name, or enters a search term into their browser address bar, ANNE ARUNDEL BROADBAND may present the customer with a ANNE ARUNDEL BROADBAND web search page containing suggested links based upon the query entered in lieu of the customer receiving an NXDOMAIN, similar error message or browser assigned query. ANNE ARUNDEL BROADBAND's provision of the web search page may impact applications that rely on an NXDOMAIN or similar error message and may override similar browser-based search results pages. Customers who prefer not to receive these pages from ANNE ARUNDEL BROADBAND can follow the opt-out instructions that are available by clicking on the "About" or "Opt Out" link on the page.

C. Redress Options:

Edge providers and ANNE ARUNDEL BROADBAND customers may submit a complaint or question to ANNE ARUNDEL BROADBAND with regard to any aspect of the Service at (410) 987-9300. You can also email us from the "Contact us" section at www.Broadstripe.com or write to us at ANNE ARUNDEL BROADBAND, 406 Headquarters Drive, Suite 201, Millersville, MD 21108. When a call is received regarding a service related issue, a Customer Care Representative (CCR) will attempt to determine the nature of the problem. If possible, the CCR will help the customer resolve the problem over the telephone. If the problem cannot be resolved during the call, the CCR may if necessary schedule a service technician to visit the customer's home or business. If the problem cannot be resolved by the CCR, the problem will be referred to a supervisor who will make best efforts to resolve the issue immediately. If a customer has a complaint requiring further escalation, the customer can contact ANNE ARUNDEL BROADBAND at our local number or by email or postal mail. ANNE ARUNDEL BROADBAND's policy is to reply to an escalated customer complaint within thirty working days of receipt. ANNE ARUNDEL BROADBAND will endeavor to include in its reply a statement of action taken, description of future work needed to resolve any issue or an explanation why the complaint is unjustified or outside the jurisdiction of ANNE ARUNDEL BROADBAND. In the event we are unable to resolve in an informal manner a dispute with a customer, the customer or ANNE ARUNDEL BROADBAND may elect to arbitrate the dispute in accordance with the applicable arbitration provisions of the Terms, as opposed to litigating the dispute in court. The dispute resolution process is fully described at:

Residential Customers: www.Broadstripe.com

Business Customers: <https://www.wowforbusiness.com/docs/wow/terms-and-conditions-current/business-customer-general-terms.pdf>

Questions and complaints from edge providers that do not involve a service-related issue will be directed to our Vice President of Internet Technology for response.