



OPEN INTERNET STATEMENT AND POLICY

The Federal Communications Commission (FCC) enforces rules to keep the internet open, known as the "Open Internet Rules". You can find more details on the FCC's website at <http://www.fcc.gov>.

Internet providers must share information about how they manage their network, how well it performs, and their commercial terms. This helps customers and businesses make informed decisions about using the service. It also helps those who provide content, applications, services, and devices to develop, market, and maintain their offerings on the internet.

This Open Internet Policy explains how La Harpe Communications Inc., also known as New Wave Broadband ("New Wave"), follows these rules. This policy is for your information and doesn't replace the legal terms and conditions of our service, which you can find on our website at <https://newwavebb.com>. This includes New Wave's "Acceptable Use Policy".

Network Management Practices - New Wave doesn't block or discriminate against any legal content, applications, services, or devices, unless necessary for effective network management. All legal Internet use is treated equally. We do not slow down or prioritize one type of usage over another. By law, we reserve the right to take reasonable steps to prevent harmful or illegal activities.

Congestion Management – New Wave doesn't use specific network congestion management practices. We don't have automated systems that modify network routing or customer bandwidth/latency based on congestion.

New Wave's Services – We offer services on a "best effort" basis. Several factors can affect speed and quality, including foliage, obstructions, distance from the transmission point, and multiple devices connecting to our network.

New Wave's Offerings – At present, we only offer unlimited plans. If we move to usage-based billing in the future, customers will be notified in advance and any limits will be clearly shown on our website.

Application Specific Behavior – New Wave neither blocks nor controls the rate of any specific protocols or ports.

Device Attachment Rules – New Wave allows any type of device to connect to its network, provided the use is legal and does not harm the network. However, if a device type is determined to cause issues for other customers or the network, or potentially exposes New Wave to legal liability, New Wave may limit or restrict the device's connectivity.

Security – New Wave's network design prevents third-party connections to customers without a public IP address. New Wave may restrict actions that it considers a risk to the network or its customers. These activities may include denial of service, IP address or port scanning, and multiple account login failures. If excessive harmful or disruptive customer connections are found, New Wave will aim to notify the customer to resolve the issue collaboratively. Yet, New Wave holds the right to block any customer's traffic that it deems harmful, without prior notice, until the issue is resolved satisfactorily.

PERFORMANCE CHARACTERISTICS AND TERMS

Service Description and Pricing – New Wave's current service categories can be found at <https://www.newwavebb.com>.



Acceptable Use – As stated in the Service Agreement, all New Wave services follow the Acceptable Use Policy, which may be updated periodically.

Privacy Policy - New Wave's Privacy Policy can be accessed at <https://www.newwavebb.com>.

Redress Options – New Wave provides excellent local customer service. Our full-time technical support staff and Customer Relationship Management system manage all disputes. A live representative is typically available for phone calls from 7 AM to 7 PM, holidays excluded. Customers can also contact us at support@newwave.com.

FCC Notice - Customers can file an informal complaint with the FCC if they believe New Wave is not complying with FCC rules. The FCC encourages customers to submit complaints via its website: <https://consumercomplaints.fcc.gov/hc/en-us>. Formal complaints can also be filed under Part 76 of the FCC's Rules.

Additional Disclaimers - This policy does not change or supersede New Wave's cooperation in curbing infringement based on timely, effective information from rights holders. It balances the interests of the company, rights holders, and end users. Also, this policy does not prevent New Wave from addressing unlawful content transfers.

Process for Questions / Complaints - For any questions or concerns about New Wave Service or Network Management, please contact us at 620-496-1000 or support@newwave.com.