**Internet Transparency Disclosure**

The following information pertains to Dash Internet & its contractors' retail broadband Internet access services. The information provided is intended for current and prospective Customers. It does not cover network practices or terms used by third-party establishments (such as coffee shops, hotels, libraries, etc.) in connection with their provision of Internet service to others.

Dash Internet and its contractor strives to provide a high quality, reliable, consistent Internet experience to our customers. We offer dedicated, symmetrical bandwidth and always choose to route Internet traffic via the shortest path available. We have established hundreds of public and private peering points throughout our network to help keep traffic in region and facilitate the lowest latency experience possible for our clients.

**Network Management Practices**

Dash Internet & its contractor does not prioritize packet transmissions based on the packet's content, or the source or destination of the packet. In the event of network congestion or outages, Dash Internet & its contractor may implement reasonable traffic management measures, including network re-routes, that may remain in effect for the duration of the event to minimize impact to the users of our network. Even during outages, Dash Internet & its contractor would endeavor to route the traffic leveraging the shortest path available.

The procedures that Dash Internet & its contractor implements during periods of network congestion or outages may impact latency, bandwidth, jitter, packets transmitted and/or impact other performance parameters of the Service. Dash Internet & its contractor also has certain contractual rights to restrict, suspend or terminate Customer's use of or access to a Service for certain violations of the Dash Internet & its contractor Acceptable Use Policy. Please see our [Acceptable Use Policy](#) to learn more.

Some factors beyond the control of FirstLight, and outside of the Dash Internet & its contractor network, may negatively impact the user experience. These issues may include factors such as third-party website congestion, malicious software, issues with other networks or natural disasters.

**Congestion Management**

Dash Internet & its contractor monitors its network to help ensure that our customers have access to all lawful activities, content, sites, and applications on the Internet. We continuously monitor our network for congestion and maintain the network as needed. It is Dash Internet & its contractors general philosophy to upgrade backbone links when peak utilization reaches approximately 70%. To address congestion on a customer's link, depending on the specific interface deployed at the customer location, the customer has the capability of scaling up to 100Gbps.

**Application-specific Behavior**

Dash Internet & its contractor ensures equal treatment for all lawful applications, implementing network management practices that neither favor nor disadvantage specific types of traffic.

Dash Internet & its contractor does not:

- Block lawful content, applications, or services.

- Impair or degrade access to lawful Internet traffic.

- Favor traffic to benefit an affiliate.

- Prioritize certain traffic over other traffic.

Dash Internet & its contractor retains the right to manage the network to prevent harmful or illegal activities, such as distributing viruses, malicious code (e.g., botnets), child pornography, or content violating the Digital Millennium Copyright Act (DMCA).

Dash Internet & its contractor complies with net neutrality principles, providing open access to all lawful content without discrimination, restriction, or interference.

Please see our Acceptable Use Policy to learn more.

## Performance Characteristics

Dash Internet & its contractors standard Internet Access service* is based on dedicated, symmetrical connectivity, leveraging fiber-based Ethernet technology.  The service is monitored by our locally based 24x7 Network Operations Center (NOC) and backed by industry leading Service Level Agreements (SLAs

Bandwidth

| Interface | Speed |
|-----------|-------|
| GigE | 100 Mbps – 1 Gbps |
| 10GigE | 1 Gbps – 10 Gbps |
| 100GigE | 10 Gbps – 100 Gbps |

For more information on Dash Internet & its contractors Dedicated Internet Access, please click HERE.

## Commercial Terms

Pricing - Pricing for our services varies. The specific details, including early termination fees, are contained in our standard Terms and Conditions or in the Master Services Agreement you executed with FirstLight.

Privacy Policy – Dash Internet & its contractors Dedicated Internet service is governed by our Privacy Policy.

Dash Internet & its contractors terms of service and acceptable use policies clearly outline customer responsibilities and prohibited activities, ensuring a fair and secure use of our services. The Acceptable Use Policy (AUP) requires customers to adhere to guidelines that prohibit activities such as spamming, hacking, and the distribution of illegal content. These measures are vital to maintaining network integrity and protecting all users from harmful behavior. Additionally, the detailed terms and conditions govern various aspects of service use, including billing, termination, and dispute resolution, providing a comprehensive framework for service management. For more information, you can access the Acceptable Use Policy and the Terms & Conditions.

## Redress Options

Service Issues:  Should a service issue arise, customers can contact Dash Internet & its contractors 24x7 Network Operations

Center (NOC) by calling 1-800-461-4863 or by submitting a trouble ticket by clicking [HERE](HERE).

Billing Questions: Dash Internet & its contractor has locally based customer service representatives that can address billing questions and resolve issues regarding your account. You can contact our customer service representatives by calling **1-888-832-4976**.

Dedicated Account Teams: Dash Internet & its contractor assigns dedicated accounts teams to support certain businesses and carrier customers. Your assigned account manager is available to answer questions about your solutions and resolve issues to your satisfaction.

\* Legacy and Non-Fiber Services

In addition to our standard symmetrical, fiber-delivered services described above, Dash Internet & its contractor offers certain legacy broadband Internet access services, such as asymmetric digital subscriber line ("aDSL") services on a best-efforts basis, with asymmetric upload and download speeds, and maximum speeds lower than maximum speeds available over fiber. Aside from those differences, these services are otherwise managed and provided in accordance with the policies and network management practices described above.