

**BUCKEYE EXPRESS™ HIGH SPEED INTERNET SERVICE  
RESIDENTIAL PRODUCT DEFINITION**

There are multiple product offerings surrounding Buckeye Cablevision's broadband high speed Internet product – Buckeye Express. This document defines these, detailing the various components that are a part of each.

The products defined herein are subject to change without notice.

**RESIDENTIAL Buckeye Express Basic**

- Maximum transfer rate: Downstream – 800kbps, Upstream – 100kbps
- 6 e-mail addresses, each with a 10mb storage capacity
- Virus and SPAM protection on e-mail
- Pop-up blocker software license for one computer
- Anti-spyware software
- Anti-virus software
- Free use of Buckeye Wireless
- Single dynamically-allocated IP address
- No Static IP available

**RESIDENTIAL Buckeye Express “3”**

- Maximum transfer rate: Downstream – 3mbps, Upstream – 200kbps
- 10 e-mail addresses, each with a 50mb storage capacity
- Virus and SPAM protection on e-mail
- Pop-up blocker software license for one computer
- Anti-spyware software
- Anti-virus software
- Free use of Buckeye Wireless
- Home networking available (at additional cost)
- Single dynamically-allocated IP address
- No Static IP available

**RESIDENTIAL Buckeye Express “8”**

- Maximum transfer rate: Downstream – 8mbps, Upstream – 600kbps
- 12 e-mail addresses, each with a 100mb storage capacity
- Virus and SPAM protection on e-mail
- Pop-up blocker software license for one computer
- Anti-spyware software
- Anti-virus software
- 10mb of personal web space
- 3gb per month of newsgroup access
- Free use of Buckeye Wireless
- Home networking available (at additional cost)
- Large File Transfer
- Buckeye Photo Album
- 10 hours/month of nationwide toll free dial-up access
- Single dynamically-allocated IP address, up to 3 additional addresses at additional cost
- No Static IP available

### **RESIDENTIAL Buckeye Express “12”**

Maximum transfer rate: Downstream – 12mbps, Upstream – 1mbps  
15 e-mail addresses, each with a 500mb storage capacity  
Virus and SPAM protection on e-mail  
Pop-up blocker software license for one computer  
Anti-spyware software  
Anti-virus software  
10mb of personal web space  
3gb per month of newsgroup access  
Free use of Buckeye Wireless  
Home networking available (at additional cost)  
Large File Transfer  
Buckeye Photo Album  
10 hours/month of nationwide toll free dial-up access  
Single dynamically-allocated IP address, up to 3 additional addresses at additional cost  
Static IP address available at an additional cost

### **RESIDENTIAL Buckeye Express “20”**

Maximum transfer rate: Downstream – 20mbps, Upstream – 1mbps  
15 e-mail addresses, each with a 500mb storage capacity  
Virus and SPAM protection on e-mail  
Pop-up blocker software license for one computer  
Anti-spyware software  
Anti-virus software  
10mb of personal web space  
3gb per month of newsgroup access  
Free use of Buckeye Wireless  
Home networking available (at additional cost)  
Large File Transfer  
Buckeye Photo Album  
10 hours/month of nationwide toll free dial-up access  
Single dynamically-allocated IP address, up to 3 additional addresses at additional cost  
Static IP address available at an additional cost

### **RESIDENTIAL Buckeye Express “30”**

Maximum transfer rate: Downstream – 30mbps, Upstream – 2mbps  
15 e-mail addresses, each with a 500mb storage capacity  
Virus and SPAM protection on e-mail  
Pop-up blocker software license for one computer  
Anti-spyware software  
Anti-virus software  
10mb of personal web space  
3gb per month of newsgroup access  
Free use of Buckeye Wireless  
Home networking available (at additional cost)  
Large File Transfer  
Buckeye Photo Album  
10 hours/month of nationwide toll free dial-up access  
Single dynamically-allocated IP address, up to 3 additional addresses at additional cost

Static IP address available at an additional cost

## Ancillary Services

### **E-mail**

#### Number of recipients:

**SMTP:** Outbound “smtp” (Outlook Express, Thunderbird, etc.) e-mail messages have the following limitations:

- up to one-thousand (1,000) recipients
- a maximum number of one-thousand (1,000) off-domain recipients of per day per sending mailbox

Any attempt to specify more than this will result in the message being returned to the sender as undeliverable.

**Webmail:** Outbound “webmail” e-mail messages have the following limitations:

- up to one-hundred (100) recipients in the “To” field
- up to one-hundred (100) recipients in the “CC” field
- up to one-hundred (100) recipients in the “BCC” field
- a maximum of fifty (50) recipients to any single domain per message
- a maximum number of six-hundred (600) off-domain recipients per day per sending mailbox
- a maximum rate of five-hundred (500) off-domain recipients per hour per sending IP address

Any attempt to specify more than this will result in the message being returned to the sender as undeliverable.

Message size: Each outbound message may be up to a maximum of 25mb in size, including all attachments. Any attempt to send a message that exceeds this size limit will result in the message being returned to the sender as undeliverable.

SMTP traffic (mail clients): E-mail traffic (SMTP) directly to or from its Buckeye Express customers using dynamically-assigned IP addresses is allowed only through Buckeye’s e-mail platform. This prevents SPAMMERS from exploiting these computers for relaying their illicit e-mail through them. While these customers may receive e-mail into a client (i.e. Outlook Express) via POP3, they may not send outbound mail through another server.

Traffic monitoring: Viruses, worms, Trojans, and other “malware” or “spyware” pose a significant threat to the uninhibited and beneficial access to the resources on the Internet. One of the more prevalent forms of such disruptions is found in infections from viruses and worms perpetrated by SPAMMERS for the sole purpose of using unsuspecting Internet users’ computers to send out their illicit e-mail. In an effort to minimize the impact of this type of infection, Buckeye constantly monitors the activity and traffic patterns of its network. If traffic from a customer is thought to be some form of illicit traffic, Buckeye will suppress the

flow of some or all of the traffic from this customer until such time as Buckeye is convinced that the source of this suspect traffic has been squelched or that the traffic is legitimate e-mail traffic within the scope of its product offering.

Infected messages: Buckeye employs industry standard virus scanning and prevention techniques on its e-mail platform for mail inbound from the public network. Should an e-mail message be found to contain a virus or other harmful content, the message will be deleted without notification given to either the sender or the intended recipient(s).

Unused mailboxes: Buckeye will delete any mailbox that has not been used (logged into) in the past 90 days. The mailbox name is held in reserve for this customer 12 months once it has been deleted. After this 12 month period, the mailbox name is then available for use by another customer.

## **Newsgroups**

Abuse: If your service includes newsgroup access, there is a maximum volume of data provided each- month. Exceeding this limit may result in all newsgroup traffic to/from your modem being blocked.

Charge for excessive use: Buckeye reserves the right to charge for all usage of the newsgroup access provided as part of its Buckeye Express service at the rate of \$45 per gb in excess of the amount provided by the customer's Buckeye Express product.

## **Large File Transfer**

This product facilitates the sharing of large files between Buckeye customers and other Internet users of their choosing anywhere in the world. The product manages the uploading of file(s) to a temporary server, and the creation of a unique url. This url and the password (provided by the Buckeye Express customer) can then be e-mailed to the receiving party for their use in downloading the file(s). This product has the following constraints:

- Max size per uploaded file = 100mb
- Storage duration for each file in-transit = 2 days
- Download limit per uploaded file = 3 times
- There are some file extensions that are not allowed to be uploaded for the protection of all users.

## **Photo Album**

This product facilitates the creation and management of groups (or albums) of digital photographs. These albums may be either private (accessible only by the BEX account holder) or publicly (accessible via url) by anyone on the global public network. This product has the following constraints:

- Max storage space available per BEX account = 1gb (1,000mb)
- The contents are subject to Buckeye's standard Terms and Conditions.

## **DNS and Domain Hosting Services**

Buckeye will provide authoritative DNS service to Buckeye Express customers for a fee. This service will provide authoritative DNS for up to twelve (12) domains. Reverse DNS is not available for any cable modem – whether dynamically or statically addressed.

Should a Buckeye Express customer wish to utilize a custom domain for their email rather than one of the “public” domains (i.e. buckeye-express.com, bex.net, etc.), this “domain” hosting service is available for a fee. Buckeye will host up to twelve (12) domain names, to be used with otherwise available email services. Such “domain hosting” does not include the provision of email outside of that provided as a part of a transport product. Buckeye will accommodate what it considers as a reasonable number of change requests to the DNS zone files.

A Buckeye Express customer may mix instances of DNS and “domain” hosting as part of the 12 count provided with this service. For example, if a customer wishes Buckeye to host authoritative DNS for a custom domain, plus use this for the 10 mailboxes that are provided as part of their Buckeye Express service, this would count as two (2) of the twelve hosting instances provided under this service.

## **Network Management**

Buckeye uses reasonable network management techniques to improve overall network performance and reserves the right to employ additional techniques as necessary or desirable. Some applications, including certain peer-to-peer applications, can consume inordinately high amounts of bandwidth on the network and degrade network performance. Buckeye's current network management techniques include:

- **Speed Caps** - limiting the speeds that a modem can transmit or receive data. Buckeye may lower the transmission rate or reception rate of high bandwidth users during times of high network demand. This may slow the transmission or reception rate for affected modems.
- **Connection Limits** – limiting the number of simultaneous connections for any modem during an online session. With a typical user having a dozen or so simultaneous connections for routine use, this limit provides a means of identifying and hopefully thwarting malicious attempts to harm the network or other users. This limit is currently set at 1,500 - well above the number of connections used by typical customer.
- **Application-based Rate Limiting**– limiting transmission speed of certain high bandwidth applications. Some applications, typically peer-to-peer applications, can consume large amounts of bandwidth, often without the knowledge of the user/customer. By limiting the portion of the network capacity available for these applications during periods of high traffic, Buckeye is able to improve the overall performance of the network for all users. Transmission of traffic subject to this technique may be slower during periods of high network usage.

Buckeye routinely monitors its network and traffic patterns and makes changes as it deems necessary to manage and improve overall network performance.

By subscribing to the Service, you agree that your use of the Service is subject to Buckeye's network management practices.

*(1) There are volume restrictions on the e-mail and newsgroup services provided by Buckeye as an ancillary part of your Buckeye Express service.*

*(2) The capability to monitor and manage overall transfer volume was not operational at the time this was written.*