

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

Buckeye Cablevision's broadband high speed Internet service product – Buckeye Express – is comprised of several different service tiers and related features. This document defines these products, 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 “4”

- Maximum transfer rate: Downstream – 4mbps, Upstream – 1mbps
- 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 “10”

- Maximum transfer rate: Downstream – 10mbps, Upstream – 1mbps
- 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 “20”

Maximum transfer rate: Downstream – 20Mbps, Upstream – 1.5Mbps
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

RESIDENTIAL Buckeye Express “50”

Maximum transfer rate: Downstream – 50Mbps, Upstream – 3Mbps
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 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. Buckeye's current network management techniques include:

- **Congestion management.** Buckeye’s congestion management practices serve to moderate demands on the network by the highest bandwidth users during periods of peak network traffic. Buckeye’s High Speed Internet network is a shared network. This means that our customers share upstream and downstream bandwidth with their neighbors. Although the available bandwidth is substantial, so is the demand. Thus, when a relatively small number of customers in a neighborhood place disproportionate demands on network resources, the resulting congestion can degrade their neighbors’ Internet experience. The goal of Buckeye’s congestion management practices is to enable better network availability and speeds for all users.
 - **Congestion management practices used:**
 - Real-time “fair share” traffic management. Buckeye utilizes real-time monitoring and application/protocol agnostic means of maximizing performance for as many customers as possible by ensuring that each user has access to a fair share of the available bandwidth. All network traffic is potentially affected by this practice as congestion can occur anywhere at any time on Buckeye’s network.

For additional information about our congestion management practices, please refer to our Buckeye Express™ High Speed Internet Broadband Internet Access Service Disclosures, available at http://www.buckeyecablesystem.com/downloads/BEX_agreements/Internet%20Access%20Service%20Disclosures.pdf

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.

Network and End User Security

Buckeye uses a variety of industry standard practices to maintain the security of our network and end users.

- **SMTP traffic (mail clients):** E-mail traffic (SMTP) directly 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.
- **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).
- **Traffic monitoring:** Viruses, worms, Trojans, and other "malware" or "spyware" pose a significant threat to our network and users. In an effort to minimize these threats, Buckeye constantly monitors the activity and traffic patterns of its network. If we reasonably determine that traffic from a user customer is some form of harmful traffic, we will suppress the flow of some or all of the traffic from the user until we determine the traffic has ceased or that the traffic is legitimate traffic.
- **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 defending against 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.

CUSTOMER-OWNED MODEMS

A suitable modem and/or MTA is provided as part of the Buckeye Express service at no additional cost. In the event that a customer wishes to purchase and use their own modem and/or MTA on Buckeye's network in conjunction with their Buckeye Express service, this is supported with the following qualifications:

- Only devices that have been fully certified by CableLabs as compliant with the DOCSIS 2.0 or DOCSIS 3.0 specifications may be used. Specifically, only devices of the same make and model that Buckeye currently has deployed in its network will be allowed, as detailed below (list is subject to frequent change):
 - Arris
 - 450 550 760 950 402
 - 502 602 722 852 862
 - 304 404 508 512 604
 - 608 822 804
 - Motorola
 - 5100 5101

- Once operational on Buckeye's network, Buckeye will manage and update the firmware on the customer-owned devices in the same manner in which it maintains the firmware on Buckeye-owned devices

As Buckeye's network evolves, and specific modems are removed from the above list of supported modems, Subsequent new installs of these modems will not be allowed. Buckeye will replace any customer-owned modem that has been removed from its "supported" list with a supported Buckeye-owned modem at Buckeye's expense. These customers will then have the option of purchasing a replacement modem that is supported by Buckeye's network or having Buckeye provide a supported modem as part of its Buckeye Express product.

Customer's providing their owns modems are reminded that any modification of the modem hardware or software in an attempt to provision any service that is not rightfully purchased from Buckeye is a violation of its Acceptable Use Policy, Terms and Conditions of Service and of state law. Buckeye will handle all such instances accordingly.