

Grande Communications' High Speed Internet Network Management, Service Performance and Terms of Service

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, Grande Communications provides this statement regarding its network management practices, service performance, and terms of service so that our current customers, prospective customers, third-party content providers and other interested parties may make informed choices regarding the broadband Internet access services we offer.

Grande Communications manages its High Speed Internet Network to deliver the best possible broadband Internet experience to all of its customers. We use reasonable network management practices that are consistent with industry standards and the FCC's Open Internet rules. We use tools and technologies that are minimally intrusive. Without effective network management, customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks or degradations of the service. Grande Communications has not established a monthly data usage cap for its customers.

Network Management Activities

Grande Communications uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy (available at: for residential users, ([Residential Acceptable Use Policy](#)) and for business users, [Business Acceptable Use Policy](#)) and the Customer Agreement for residential and business Services (available at: for residential users, [Residential Cable and Internet Terms and Conditions](#) and for business users, [Business Cable and Internet Terms and Conditions](#)). Network management activities may include identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content and using other tools and techniques that Grande Communications may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

Grande Communications has not established a monthly data usage cap for its customers. We do monitor usage, however, and we regularly review accounts with uncommonly high usage relative to all other accounts to ensure that such accounts have not been subjected to cloning, unauthorized access, other security breach, business use of residential accounts, or unlawful activity. As part of our review, we may contact account holders to inquire about usage and may take or require actions to correct problems such as security, class of use or unlawful activity.

Content Access

Grande Communications provides its customers with full access to all lawful content, services, and applications and is committed to protecting customers from spam, phishing, and other unwanted or harmful online content and activities. Grande Communications uses industry standard tools and generally accepted best practices and policies to help it meet this customer commitment. In cases where these tools and policies identify certain online content as harmful and unwanted, such as spam or phishing websites, this content is usually prevented from reaching customers. Grande Communications limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Grande Communications' servers in order to protect them against Denial of Service (DoS) attacks. The exact rate limits are not disclosed in order to maintain the effectiveness of these measures.

Network Traffic

Grande Communications does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current network management practice. Grande Communications also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, Grande Communications blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

Limitations on Devices that Can Be Attached

An approved cable modem device is required for the use of the Grande Communications High Speed Internet Service. It must pass CableLabs certification, UL certification, FCC certification, and Grande Communications device testing covering things like DOCSIS performance and integration with Grande Communications' network and systems to be used on the network. This type of modem is available from Grande Communications and is also commercially available in all customer locations. For a list of approved cable modem devices contact Grande Communication's customer care center at 877-6-Grande. Parties interested in Grande Communications cable modem testing should contact the company at 512-878-5655.

Grande Communications does not limit the lawful devices that can be attached to a cable modem and used with Grande Communications' broadband services, *PROVIDED* that the user complies with Grande Communications' applicable Acceptable Use Policy (available at: for residential users, ([Residential Acceptable Use Policy](#) and for business users, [Business Acceptable Use Policy](#)) and the Customer Agreement for residential and business Services (available at: for residential users, [Residential Cable and Internet Terms and Conditions](#) and for business users, [Business Cable and Internet Terms and Conditions](#)).

High Speed Internet Products and Services Information

High Speed Internet product descriptions, requirements and pricing listed below are subject to change. Up to date information can also be found at <http://www.mygrande.com>.

Residential - all speeds shown in Mbps

Markets: Austin, San Antonio, San Marcos, Waco,
Midland/Odessa, Corpus Christi, Dallas

	Download	Upload	Price
Starter	3	0.512	\$ 27.99
Xpress	8	1	\$ 35.99
Power	30	3	\$ 45.99
Unleashed	65	5	\$ 69.99
Peak	110	5	\$110.00

Commercial / Small Business - all speeds shown in Mbps

Markets: Austin, San Antonio, San Marcos, Waco,
Midland/Odessa, Corpus Christi, Dallas

	Download	Upload	Price
Business Internet 1	4	0.512	\$ 49.99
Business Internet 2	12	1.5	\$ 74.99
Business Internet 3	25	3	\$ 99.99
Business Internet 4	50	4.5	\$149.99
Business Internet 5	80	6	\$199.99

Grande Communications provides its customers with a performance speed test to ensure the quality of our service delivery. This industry standard test is installed on the Grande Communications network and is available at any time without charge at <http://speedtest.grandecom.com>. Internal testing has shown the mean down and upload speeds are as follows:

Residential	Downstream	Upstream
Starter (3mbps/512kbps)	5.32	0.84
Express (8mbps/1mbps)	8.38	1.05
Power (30mbps/3mbps)	31.3	3.14
Ultra (40mbps/4mbps – Grandfathered)	42.49	4.11
Unleashed (65mbps/5mbps)	69.07	5.13
Peak (110mbps/5mbps)	119.5	5.13

Commercial	Downstream	Upstream
4mbps/500kbps	4.18	0.55
12mbps/1.5mbps	12.55	1.56
25mbps/3mbps	26.15	3.06
50mbps/4.5mbps	52.48	4.61
80mbps/6mbps	83.70	6.14

Customer Information Privacy and Security

Grande Communications offers computer network security tools for its customers at portal.mygrande.net under Portal Controls tab. Grande Communications also maintains the privacy and security of all customer network traffic as described above and in accordance with the Grande Communications privacy policy available online at [Customer Privacy Policy](#).

Additional Information

For more information or to file a complaint about Grande Communications network management practices please contact our Customer Care Center at 877-6-Grande.

If any information found within our policies and agreements located on www.mygrande.com are inconsistent with this network management disclosure, this disclosure controls.