



Internet Transparency Disclosure

The following information pertains to FirstLight's 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.

FirstLight 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

FirstLight 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, FirstLight 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, FirstLight would endeavor to route the traffic leveraging the shortest path available.

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

Some factors beyond the control of FirstLight, and outside of the FirstLight 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

FirstLight 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 FirstLight's 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

FirstLight ensures equal treatment for all lawful applications, implementing network management practices that neither favor nor disadvantage specific types of traffic.

FirstLight 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.



FirstLight 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 \(DMCA\)](#).

FirstLight 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

FirstLight's 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 FirstLight's 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 – FirstLight's Dedicated Internet service is governed by our [Privacy Policy](#).

FirstLight's 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 FirstLight's 24x7 Network Operations Center (NOC) by calling 1-800-461-4863 or by submitting a trouble ticket by clicking [HERE](#).

Billing Questions: FirstLight 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: FirstLight 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, FirstLight 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.