T.V. SERVICE, INC., dba TVS CABLE MASS MARKET INTERNET SERVICE POLICIES AND CUSTOMER INFORMATION

The following policies apply to mass market broadband Internet services offered by T.V. Service, Inc., doing business as TVS Cable. It is TVS Cable's policy to provide robust and reliable access to the Internet for all of its residential and commercial mass market end user customers. Because network resources are shared by all users, TVS Cable has implemented the following policies to govern mass market Internet service. These policies are designed to: (i) ensure that shared network resources are allocated fairly among all users; (ii) allow users and prospective users to understand service policies and any significant limitations on the service; and (iii) provide a foundation that assures customers that they can rely on consistently receiving the level and quality of service to which they subscribe. TVS Cable does not block access to, nor discriminate against, any lawful website or Internet application and, with respect to fixed Internet access services, supports the ability of users to select and attach the equipment of their choice to the network so long as that equipment: (i) is used for a lawful purpose consistent with TVS Cable's Acceptable Use Policy; and (ii) does not harm the network or degrade network performance for other users. Customers are encouraged to familiarize themselves with the following policies which are deemed part of their Service Agreement. By using TVS Cable's Internet service, the customer accepts, agrees to be bound by and to strictly adhere to, these policies. The customer also agrees to be responsible for compliance with these policies by third parties, such as friends, family members or guests that make use of the customer's service accounts or equipment to access the network for any purpose, with or without the permission of the customer.

I. ACCEPTABLE USE POLICY

1. General Policy. TVS Cable reserves the sole discretion to deny or restrict your service, or immediately to suspend or terminate your service, if the use of your service by you or anyone using it, in our sole discretion, violates the Service Agreement or other TVS Cable policies, is objectionable or unlawful, interferes with the functioning or use of the Internet or the TVS Cable network by TVS Cable or other users, or violates the terms of this Acceptable Use Policy ("AUP").

2. Specific Examples of AUP Violations. The following are examples of conduct which may lead to termination of your Service. Without limiting the general policy in Section 1, it is a violation of the Agreement and this AUP to: (a) access without permission or right the accounts or computer systems of others, to spoof the URL, DNS or IP addresses of TVS Cable or any other entity, or to penetrate the security measures of TVS Cable or any other person's computer system, or to attempt any of the foregoing; (b) transmit uninvited communications, data or information, or engage in other similar activities, including without limitation, "spamming", "flaming" or denial of service attacks; (c) intercept, interfere with or redirect email or other transmissions sent by or to others; (d) introduce viruses, worms, harmful code or Trojan horses on the Internet; (e) post off-topic information on message boards, chat rooms or social networking sites; (f) engage in conduct that is defamatory, fraudulent, obscene or deceptive; (g) violate TVS Cable's or any third party's copyright, trademark, proprietary or other intellectual property rights; (h) engage in any conduct harmful to the TVS Cable network, the Internet generally or other Internet users; (i) generate excessive amounts of email or other Internet traffic; (j) use the service to violate any rule, policy or guideline of TVS Cable; (k) use the service in any fashion for the transmission or dissemination of images containing child pornography or in a manner that is obscene, sexually explicit, cruel or racist in nature or which espouses, promotes or incites bigotry, hatred or racism; or (l) download or use the Service in Cuba,

Iran, North Korea, Sudan and Syria or in destinations that are otherwise controlled or embargoed under U.S. law, as modified from time to time by the Departments of Treasury and Commerce.

3. Copyright Infringement/Repeat Infringer Policy. TVS Cable respects the intellectual property rights of third parties. Accordingly, you may not store any material or use TVS Cable's systems or servers in any manner that constitutes an infringement of third party intellectual property rights, including under US copyright law. In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, it is the policy of TVS Cable to suspend or terminate, in appropriate circumstances, the service provided to any subscriber or account holder who is deemed to infringe third party intellectual property rights, including repeat infringers of copyrights. In addition, TVS Cable expressly reserves the right to suspend, terminate or take other interim action regarding the service of any user or account holder if TVS Cable, in its sole judgment, believes that circumstances relating to an infringement of third party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights TVS Cable may have under law or contract. If you believe that copyrighted material has been used in violation of this policy or otherwise been made available on the service in a manner that is not authorized by the copyright owner, its agent or the law, you may contact our Designated Agent as follows:

Howard S. Shapiro
Bennet & Bennet, PLLC
4350 East West Highway Suite 201
Bethesda, MD 20814
Phone: (202) 371-1500
Fax: (202) 371-1558

4. TVS Cable may, but is not required to, monitor your compliance, or the compliance of other subscribers, with the terms, conditions or policies of the Service Agreement and AUP. You acknowledge that TVS Cable shall have the right, but not the obligation, to pre-screen, refuse, move or remove any content available on the service, including but not limited to content that violates the law or this Agreement.

II. SYSTEM PERFORMANCE

TVS Cable provides residential and commercial mass market customers with a choice of data plans to meet their needs. TVS Cable offers the following mass market services and typical speed ranges. These speeds were calculated based upon internal testing and use of website speed tests.

Service	Download	Upload	Latency (ms)
CableNet	768kbps	256 kbps	18
Quick CableNet	1.5 mbps	384 kbps	16
Extreme CableNet	3 mbps	384 kbps	16
Ultra CableNet	6 mbps	512 kbps	12
Elite CableNet	10 mbps	1 mbps	12

Business CableNet	3 mbps	512 kbps	16
Ultra Business CableNet	6 mbps	1 mbps	12
Elite Business CableNet	10 mbps	1 mbps	12

While TVS Cable provisions its network and equipment to ensure that its customers can enjoy the speeds to which they subscribe, Internet speeds generally result from a "best effort" service and are dependent on a number of variables, many of which are outside the control of an Internet Service Provider. Such variables include: the age and processing capability of the user's terminal device or computer; the number of applications running simultaneously; the presence of viruses or malware; whether the terminal equipment is connected to the network by wire or by wireless; the distance the data packets must travel between the user and the website; the presence of congestion on and technical configuration of any intervening networks; any gating or congestion management schemes employed by websites to limit download or upload speeds in cases where multiple users are served simultaneously. ISP does not guarantee that a customer will achieve the speeds set forth above at all times. Rather, the foregoing data speeds represent the best information available to TVS Cable of the typical speeds a customer can expect to experience under normal operating conditions.

Speed tests that allow customers to test the upload, download and latency performance of their broadband data services are available free of charge from a number sources. Generally, these tests are influenced by the same variables that affect Internet speed set forth above. Accordingly, the speed results would not be expected to match a test of TVS Cable's network conducted under laboratory conditions. Please note, however, that all speed tests use different methodologies to calculate Internet connection speed so each of the tests would be expected to yield different results. Accordingly, each of these tests should be viewed as a helpful guide rather than as a definitive measurement of performance. The following are several sites, unaffiliated with TVS Cable, that provide speed testing:

http://www.speedtest.net
http://netalyzr.icsi.berkeley.edu
http://www.broadband.gov/qualitytest/about/

III. NETWORK MANAGEMENT

TVS Cable utilizes a fully redundant network architecture that is designed to provide users with true broadband speeds and reliability even during times of peak demand. The network has been constructed to meet projected traffic demands and is fully scalable to allow for capacity to be added to meet customer needs and to support newly developing and increasingly sophisticated applications well into the future. However, congestion can occur on any IP network, and, when it does, packets can be delayed or dropped, leading to service degradation and delays.

Generally, provisioned data speeds for TVS Cable's mass market services are sufficient to support such applications as Voice over IP (VoIP), gaming, web surfing, or most streaming video. However, because TVS Cable's residential, mass market broadband service does not prioritize such traffic, it is possible that certain applications requiring real time communications may perform at less than optimal levels, especially during periods of peak network demand.

TVS Cable does take measures to protect its network and ensure that its AUP is enforced. For example, ISP has deployed measures to prevent spam, viruses, and other malware and to monitor and prevent denial of service attacks. TVS Cable does not generally interfere with or manage the use of specific protocols or ports.

Device Attachment Rules

With respect to fixed broadband services, users may generally attach the devices of their choice and run the applications of their choice, subject to the limitations of their data plan and the terms of their service agreement and AUP. Users are advised to contact TVS Cable's technical support before purchasing any third party equipment to ensure compatibility with the network. TVS Cable is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party, and the customer remains fully responsible for ensuring that any such equipment does not cause any harm to the network or degrade the service of other users.

Compatible Modem List:
The following modems are known to be compatible with our system:

Arris Touchstone CM550 series
Arris Touchstone TM602A series
Arris Touchstone WTM652A series
Motorola Surfboard SB5100 series
Motorola Surfboard SBG901 series

Customers may present their own modems for use, but TVS Cable cannot guarantee compatibility with other brands and/or models other than items listed above. TVS Cable will allow customers to try any brand as long as the modem is DOCSIS 1.1 or DOCSIS 2.0 compliant, but cannot guarantee any item not on the list to function properly.

All users are fully responsible for securing their equipment, including wireless routers, to prevent unauthorized access to the network by third parties and will be held fully responsible for the actions of such third parties that gain unauthorized access to the network through unsecured end user equipment.

IV. COMMERCIAL TERMS

Current Pricing can be found at on our website at www.tvscable.com/cnpck.html

Changing or Cancelling Service

If you cancel your service, you must pay for your use of the service up until the date on which you cancelled, including applicable taxes.

Privacy Policies

If you subscribe to TVS Cable Internet access services, we may automatically measure and monitor network performance and the performance of your Internet connection to improve your, or our, overall service levels. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

TVS Cable will not gather information from your use of our Internet access services to direct customized advertising specifically to you based on your visits over time and across different non-TVS Cable websites, unless we first provide you with notice of our plan and obtain your affirmative consent.

Please note that TVS Cable is not responsible for information, content, applications or services provided by others. Before you access, use, link to or download a service or application on your computer or wireless device, you should review the associated terms of service and privacy policy. Personal information you submit in those contexts may be read, collected or used by the service or application provider and others associated with these forums in a manner different from that described here.

Information Provided to Us by Third Parties

When you purchase products or apply for service with us, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions.

Cookies:

A cookie is a small data string that is written on your computer hard drive by a web server. (A web server is the computer that hosts a website and responds to requests received from your computer). Cookies can play an important role in providing a good customer experience using the web, such as enabling a website to maintain information when a user's web browser requests a series of web pages.

Cookies generally hold information, including data strings that contain a unique user ID which allow websites, including TVS Cable websites, to customize your experiences on the sites and gather information about your navigation of the sites. Information gathered from cookies also helps us understand how our sites are performing and provides website usage information to support customizing and improving our sites and their messaging and advertisements. We also use cookies to help verify the identity of a website user or to recognize you as a registered user and remember your settings and preferences.

You can manage cookies by using features and functions available on most Internet browsers. For example, most browsers will allow you to choose what cookies can be placed on your computer and to delete or disable cookies. You can find instructions for managing cookie controls on websites for particular browsers. Please note that disabling cookies may prevent you from using specific features on our sites and other websites, such as ordering products or services and maintaining an online account.

Cookies associated with your Flash Player may be removed by managing your settings with Adobe by visiting: http://www.adobe.com/products/flashplayer/security/.

Web Beacons

TVS Cable does not utilize Web Beacons. However, certain websites and third-party advertisers may use web beacons. Web beacons are clear .gif files, which are electronic images that allow for the collection of information about your interactions on our sites. Web beacons may be used to place advertisements, to understand website traffic patterns and the number of visitors to our website, and to measure the effectiveness of advertisements or email advertising messages.