

## Frequently Asked Questions about Excessive Use

CAS is committed to providing the best online experience for all its customers. Please review our frequently asked questions regarding excessive use below in order to find out what CAS is doing for you.

### How does CAS define "excessive use"?

CAS has set a data consumption threshold ("threshold") on monthly bandwidth consumption (including upstream or downstream usage) by residential users of its high-speed Internet service. Currently, that threshold allows a residential customer to utilize the amount of data depending on the level of service as detailed in the chart below in a calendar month. This includes data in any form (including movies, photos, music, videos, e-mails, computer back-ups, or other types of files) that a customer uses his or her CAS Internet to send or receive over the public Internet, including data sent by one CAS Internet customer to another.

<b>Download Speed:</b>	<b>Monthly:</b>
2M	150 GB
10M	250 GB
25M	350 GB
50M	350 GB

If a CAS Internet residential customer exceeds the threshold in a month, we consider that to be "excessive use" for purposes of our Acceptable Use Policy. For about 99 percent of our residential customers, the threshold presents no issue whatsoever, as the median monthly data usage by those customers is currently 3 to 4 GB.

### Am I at any risk of reaching the "excessive use" threshold?

It's unlikely given how most residential customers use the CAS Internet service. Our customers do, and are free to, use their Internet service for any purpose whatsoever – to stream, download, or upload data – up to the applicable monthly threshold. Data consumed by all Internet-delivered services, including Internet voice, music, video streaming and download services, and uploading to online cloud storage, for example, count against the usage threshold. CAS cable television service is not delivered over the public Internet (and is paid for by customers separately), so usage does not count against the threshold.

CAS Internet service is intended to meet the needs of residential consumers, including high-volume users. It runs on a shared network, so every user's experience is potentially affected by his or her neighbors' usage. By applying a very high threshold on monthly consumption, we can help preserve a good online experience for everyone.

### **Why is this policy in place?**

The data consumption threshold policy is necessary because extremely high data users can negatively impact the online experience for other customers. We work hard to manage our network resources effectively and fairly to ensure a high-quality online experience for *all* of our customers. But CAS Internet service runs on a shared network, so every user's experience is potentially affected by his or her neighbors' Internet usage.

Our number one priority is to ensure that every customer has a superior Internet service experience. Consistent with that goal, the threshold is intended to protect the online experience of the vast majority of our customers whose Internet speeds could be degraded because one or more of their neighbors engages in consistent high-volume Internet downloads or uploads.

The threshold also addresses potential problems that can be caused by the exceedingly small percentage of subscribers who may engage in very high-volume data consumption. By applying a very high threshold on monthly consumption, we can help preserve a good online experience for everyone.

### **How is your data usage threshold evaluated on an ongoing basis? What customer input do you seek?**

We recognize that Internet usage patterns are constantly evolving, and we regularly evaluate what policy changes we should make in order to best serve the vast majority our customers. That is always our first and primary focus. We regularly evaluate our products, review traffic and top usage volume and patterns—all of this work factors into the decisions we make about what products and services to offer, including speeds tiers, usage thresholds, and other components of our service.

### **What will happen if I exceed my data usage in a month?**

If you are a typical CAS Internet user, you will find that you will probably never exceed the monthly threshold.

We contact customers who have exceeded the threshold where those excessive users are, or could, negatively impact the experience of other customers in their area. We inform them of the issue, and if requested, discuss the policy with them, and work with them to moderate their usage. In our experience, when we contact customers who have exceeded the threshold, nearly nine out of ten voluntarily moderate their usage right away. The small minority of customers who, despite our efforts to inform and help them, exceed the threshold for a second time in a six-month interval, may have their service downgraded. If this same customer continues to exceed the threshold for a third time in a six-month interval, their service will be suspended for a year. Our goal is always to work with a customer to address the issue, and it is only in the rare circumstance that a customer does not moderate usage to comply with the policy that we take these steps.

We seek to be reasonable, fair and transparent with our customers – and we always invite suggestions on how to improve our policies and procedures.

### **How does CAS help customers who inadvertently exceed the data threshold?**

Some customers who are contacted for exceeding the data threshold are not even aware of the activity that is causing the excessive use. For example, some customers may identify another person in their household, such as a child or roommate, who uses the service in ways that generate excessive use. In other cases, we have found a customer's personal computer may have been compromised by a virus or bot that uses the computer to send large amounts of spam or to perform repeated bulk transfers of large files. In yet other cases, a customer may have an unsecured wireless router that is being used by another tenant or a neighbor without his or her knowledge. In still other cases, a customer may be using our residential CAS Internet service for a commercial or business purpose that is not consistent with the terms of the Acceptable Use Policy for their residential service. In these and other situations, we may be able to assist the customer in identifying and addressing the cause of the excessive use of his or her account.

When a customer does not take proper steps to secure their service, it can lead not only to excessive data usage, but also to serious security issues for our customers and for our network. We actively work with customers in these and similar situations to secure their computers and services wherever possible.

### **Does this mean that you monitor what specific activities customers are doing with their CAS Internet accounts?**

No. We do not monitor specific customer activities on the Internet in order to identify excessive use. We use tools that allow us to measure our customers' data usage in the aggregate and we use that information to determine which customers should be contacted for excessive use. But we do not know, and we do not keep a record of, specifically what data has been accessed or used.

**Will there be any notification to me if I am getting close to my threshold?**

We do not currently provide notification to customers that are approaching the limit. CAS personnel only notify customers who have in fact exceeded the data threshold in a given month, as described above.

**If I do not use the monthly allotment, can the remainder be carried over into the next month?**

No, we do not offer a data usage rollover option.

**What about CAS Video or Voice calls - are they included in the monthly data usage?**

CAS Voice services are not delivered over the public Internet and are not received using CAS Internet service. Their use therefore does not count towards the limit.