



welo High Speed Internet Network Management Practices

Pursuant to the Federal Communications Commission's Open Internet Rules found in Part 8 of Title 47 of the Code of

Federal Regulations, Cogeco US Finance, LLC d/b/a welo ("welo") provides this statement regarding the high speed Internet services provided by welo, 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.

welo's Internet Access Services

welo offers several broadband Internet access service options that provide the capability of connecting to the Internet. Such services are provided over welo's hybrid fiber-coax network using DOCSIS technology. welo also offers Fiber-to-Premises in select areas where advertised. Customers have the ability to choose a variety of different speed levels (depending on technology available to an individual customer and his or her geographic region) to best meet their needs. To help determine which level of service is most suitable based on users' particular needs, preferences and budgets, visit www.joinwelo.com. The terms and conditions applicable to welo's Internet access services are contained in its Acceptable Use Policy, Residential Subscriber Agreement (for residential customers) and Commercial Services Terms and Conditions (for small business customers) located at www.joinwelo.com.

Network Management

welo does not discriminate against lawful Internet content, applications, services, or non-harmful devices. welo uses the following measures to further its commitment to providing optimal Internet service to customer, subject to reasonable network management practices:

- No Blocking. welo does not block or otherwise prevent access to legal content, applications, services, or non-harmful devices.
- No Throttling. welo does not impair or degrade lawful internet traffic on the basis of content, applications, services, or non-harmful devices.
- No Paid Prioritization. welo does not directly or indirectly favor some lawful internet traffic over other lawful internet traffic in exchange for consideration of any kind, monetary or otherwise.

welo manages its High Speed Internet Network to deliver the best possible broadband Internet experience to all of its customers. welo uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy. 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.

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 welo may be required to implement in order to meet its goal of delivering the best possible broadband Internet experience to all of its customers.

welo 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 or business use, other security breach, 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

welo 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. welo 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. welo limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to welo's 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

welo does not block Peer to Peer (P2P) network traffic or applications like BitTorrent, Gnutella, or others as part of its current network management practice, however, welo deploys certain measures to enforce the provisions of the Digital Millennium Copyright Act (DMCA). welo also does not prioritize any type of network traffic in a preferential manner. In order to protect its customers, welo 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 welo High Speed Internet Service. welo leases modems and gateways to its customers, which are pre-configured to integrate with welo's network and systems to be used on the network, to enable the customers to enjoy the broadband Internet access service speeds to which they subscribe. For customers who prefer to purchase their own modem, welo requests modems and gateways to have DOCSIS 3.1 specifications.

welo does not limit the lawful devices that can be attached to a cable modem and used with welo's broadband services, PROVIDED that the user complies with welo's applicable Acceptable Use Policy and terms of service referenced above under welo's Internet Access Services.

Performance Standards

welo provisions its modems and engineers its network to maximize customers' ability to receive the maximum speed levels for each tier of service. welo, however, does not guarantee that a customer will achieve those speeds at all times. welo advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes. The actual speed a customer experiences may vary based on a number of factors and conditions, many of which are beyond the control of welo. These conditions include:

- The performance of a customer's Internet connected device, such as a computer, smartphone, tablet, or other, including its age, memory, processing capability, its operating system, the number of users in a household at a particular moment and the number of applications running simultaneously impacts the speed and performance of your Internet service. The presence of any malware or viruses also has an effect on your Internet connected device's ability to communicate with the Internet. Often, increasing the amount of memory (RAM) in your Internet connected device can have a positive effect on how quickly your Internet connected device can communicate with the Internet. You should make sure that you are running the most up-to-date operating system your Internet connected device can handle (with all available patches installed) to maximize your connection speeds.
- Type of connection between a customer's Internet connected device and modem. If there is a router between your modem and your Internet connected device, the connection speed you experience can often



depend on the model and configuration of the router. In-home wireless connections may be slower than wired connections. Wireless connections also may be subject to greater fluctuations, interference and congestion.

- The distance packets travel (round trip time of packets) between a customer's Internet connected device and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
- Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.
- Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.
- The suitability of the cable modem. Modem/gateway performance may degrade over time, and some modems may not be capable of handling higher speeds. welo leases modems and gateways to its customers, which are pre-configured to integrate with welo's network and systems to be used on the network to enable the customers to enjoy the broadband Internet access service speeds to which they subscribe. For customers who prefer to purchase their own modem, welo requests modems and gateways to have DOCSIS 3.1 specifications.

Latency is another measurement of Internet performance that refers to the time it takes for a packet of data to travel from one designated point to another on a network. Since many communication protocols depend upon an acknowledgement that packets were received successfully, or otherwise involve transmission of data packets back and forth along a path in the network, latency is often measured by round-trip time. Some applications are particularly sensitive to latency, such as some high-definition multiplayer online games. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's Internet connected device and the ultimate Internet destination (as well as the number, variety, and quality of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Below is information regarding the typical speeds of our Internet service offerings based on internal testing to the cable modem gateway on January 22, 2026. This table may include service tiers that are not available in all markets.

Offer Name	Advertised Speeds	Typical Median Download Speeds (Mbps)	Typical Median Upload Speed (Mbps)	Typical Median Latency (ms)
welo 300 Mbps	300/50	315	54	17
welo 600 Mbps	600/50	605	54	20
welo 1 Gig	1000/50	1,023	54	17

welo provisions 1,000 Mbps download speeds to residential customers on both its coaxial and dedicated fiber service network. Please note, due to technological limitations related to the capabilities of 1 Gigabit Ethernet



ports in some Internet connected devices (such as routers, wireless routers/APs, laptops/PCs), individual devices may experience download speeds lower than 1,000 Mbps. Consequently, due to this Ethernet overhead, actual download speeds to a device for our 1,000 Mbps service are limited to 940 Mbps over a hardwired connection, unless you have an Ethernet port rated for multi-Gbps speeds.

You can also test the speeds yourself. These tests are heavily dependent on many of the factors described above, however, and therefore do not necessarily reflect the performance of the welo network alone.

Customer Information Privacy and Security

welo maintains the privacy and security of all customer network traffic as described above and in accordance with the welo privacy policy available online at www.joinwelo.com.

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