Network Management Policy

This policy explains Mi-Fiber's network management practices, performance characteristics, and commercial terms. This policy may be changed from time to time without notice (with the date of the last update reflected below). The information provided in this policy is not a contract but is designed to provide customers with information to understand Mi-Fiber's services and make informed decisions regarding your choice of internet services. This policy also does not obligate Mi-Fiber to provide any specific level of service or to maintain any level of service or network configuration, and creates no rights that are not already available to a customer by law or under any agreement with Mi-Fiber.

Network Management Practices

Mi-Fiber's internet access service is provided on a best-effort basis. Mi-Fiber does not limit, block, or rate-control specific protocols or protocol ports other than for security reasons, or otherwise inhibit or favor certain applications or classes of applications of traffic on our internet access service.

Mi-Fiber does not affirmatively manage congestion on the network through mechanisms such as real-time throttling, blocking, or dropping of specific end-user traffic based on source or content. Mi-Fiber uses generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content, and other harmful activities, to protect network integrity and reliability. Mi-Fiber does not throttle traffic, but does offer different internet packages which limit the speeds a customer can upload and download data from the internet.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware/software. Congestion due to malice will be remedied using any technique available, including protocol-aware filtering and rate-limiting, to control and limit the offending source. Mi-Fiber may seek criminal charges against those who inflict network malice. Mi-Fiber may also attempt to recover costs incurred from network malice.

Mi-Fiber does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate or in exchange for consideration, monetary or otherwise.

Mi-Fiber requires the use of our router, which serves as a gateway to our network and enables trouble shooting up to the router if needed. Customers may attach any lawful device behind the router, as long as it does not harm the network or the provision of internet access service, facilitate theft of service, enable a violation of our Acceptable Use Policy (AUP) or any terms of service, or harm other users of the service.

Mi-Fiber implements network security practices and procedures intended to address threats to the network and to Mi-Fiber customers. Mi-Fiber's upstream provider supplies threat mitigation based on proprietary triggers and/or thresholds. Online activity that violates Mi-Fiber's terms of service or AUP or otherwise is targeted at or threatens to undermine the integrity or normal operation of Mi-Fiber's network or services, or the security of customers' networks, may result in suspension or termination of service. Mi-Fiber reserves the right at any time to take action to protect the integrity and normal operation of the network and to safeguard customers from threats, including fraud and other forms of abuse. Such actions may include, but are not limited to, blocking, redirecting, or rate-limiting traffic

using specific protocols, delivered over specific protocol ports, or destined for particular domain names or IP addresses associated with malicious activity.

Performance Characteristics

Mi-Fiber's network is 100% Fiber-To-The-Premise (FTTP). Mi-Fiber can provide up to 1 gigabit connection speeds. Mi-Fiber's network provisioning and engineering practices are designed to enable its customers to receive the speeds for the packages to which they subscribe. However, it is important to note that many factors beyond Mi-Fiber's control can affect the actual speeds customers are able to receive on their devices, including:

- Computer performance, including hardware age, software and operating system versions, the presence of viruses and malware, and the number of simultaneous applications running.
- Home network (wifi) connections, which may be slower than wired connections.
- Congestion on websites visited, including high demand by multiple simultaneous users.
- Fluctuations in latency within connecting networks outside of Mi-Fiber's network, such as gaming servers.

Customers may test service speeds and latency using commercial speed tests available online, such as http://speedtest.net/. Note that speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. Third party tests may not reliably measure the speed of service, but customers should contact Mi-Fiber if the third party test consistently measures below the subscribed-to package speed.

Subject to the factors above, the typical performance of Mi-Fiber's internet service will approximate or exceed the national wireline broadband internet speed and latency levels reported by the FCC. Latency should be adequate for common internet applications. Additional information about the FCC report can be found at https://www.fcc.gov/general/measuring-broadband-america.

Mi-Fiber's architecture and related engineering standards are constantly evolving through ongoing efforts to continuously improve the quality of service. As such, service types and speeds that Mi-Fiber offers may vary by location throughout the duration of this transformation.

Broadband Consumer Labels

The Federal Communications Commission requires broadband internet access service providers to display, at the point of sale, a broadband consumer label containing information about service offerings, including information about pricing, introductory rates, data allowances and performance metrics. To ensure consumers can easily compare a provider's services as well as services between providers, the Commission also adopted requirements for the label's format and display location. Mi-Fiber's label information in machine-readable format is located at https://mi-fiber.net/wp-content/uploads/2026/08/Mi-Fiber-Machine-Readable-Broadband-Labels-8-12-2026.csv.

Commercial Terms

Mi-Fiber offers multiple residential and business internet packages providing different maximum downstream and upstream speeds. Information on residential service including availability, prices, and fees can be found at https://mi-fiber.net/residential-internet-solutions/. For information on commercial service including availability, prices, and fees, call 515.850.0500.

Mi-Fiber does not store internet traffic, provide it to third parties, or use it for non-network management purposes. Mi-Fiber's Privacy Policy can be found at https://mi-fiber.net/forms-policies/.

Customers with questions or complaints about this policy can contact Mi-Fiber at 515.850.0500 or email customerservice@corp.mi-fiber.net.