

Currently ITS Telecom monitors aggregate network utilization by sampling utilization, which is collected via SNMP traps, based on a five minute average. Traffic reports are reviewed monthly and bandwidth is allocated accordingly.

ITS Telecom does not routinely monitor activity of the ITSpeed service accounts for violation of Acceptable Use Policy, however, in our efforts to promote good citizenship within the Internet community, we will respond appropriately if we become aware of inappropriate use of our ITSpeed service. In the event that a customer violate the Acceptable Use Policy, ITS Telecom may, without limitation, restrict your access to its network, require that you obtain Expanded Services, including upgrading you to a higher class of ITSpeed service, or immediately suspend or terminate your ITSpeed service. A copy of the completed Acceptable Use Policy can be found at <http://www.itstelecom.net/sec/termsandconditions/> .

ITS Telecom is currently expanding its Fiber To The Home (FTTH) network. Please refer to <http://www.itstelecom.net/fibercable.shtml> for more information.

ITS Telecom currently does not prioritize real time applications over non-real time.

Currently ITS provides its customers with email filtering solution in an effort to protect customers from unwanted viruses and spam. Denial of service attacks are controlled by network devices.

Performance Characteristics are measured quarterly and the next report will be posted 11-21-2011.