



## Open Internet Statement

*Updated November 2017*

Conifer Communications is in compliance with the Federal Communications Commission issued rules to preserve the Internet as an open platform. The original ruling went into effect in 2010 and has been enhanced with an additional set of rules that went into effect on June 12<sup>th</sup>, 2015. The new rules can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC's rules focus on three primary issues:

- **Transparency.** Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- **No blocking.** Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- **No unreasonable discrimination.** Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- **Reasonable network management.** ISP's may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

### Network Practices

ISP's must disclose their network practices, specifically in the four general areas listed below.

- ISP's may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management;
- Nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management.
- ISP's may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination.
- The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, considering the particular network architecture and technology of the broadband Internet access service.

### Application-Specific Behaviour

Prioritized Traffic: http, https, udp, voip, gaming, and all traffic streams under 1Mbps during link saturation. (88%+) Blocked Traffic: Port 25, DHT 1025-65535 udp, torrent tcp announce 2710,80, torrent local broadcast udp 6771

### Device Attachment Rules

For our fixed wireless broadband service, only radios installed by a qualified Conifer Communications

Wireless technician will be allowed on the network. Any IPv4 device capable of connecting to an Ethernet port may connect to the CPE via POE. (Power over Ethernet Adapter)

### Security

Conifer Communications employs a NAT type structure for the majority of its customers. All customers are fully responsible for ensuring their devices are protected with a firewall and anti-virus software. Any customer with a public IP address will be given one IPv4 address assigned to the WAN of their router. It is the customers responsibility to setup any port forwarding required for third party devices.

### Performance Characteristics

ISP's must disclose the following network performance characteristics:

#### Service Description

Conifer Communications provides fixed wireless broadband. We use a combination of Fiber Optic, unlicensed and licensed spectrum to deliver the services to the customer. Expected speeds are 3Mbps Download and 1 Mbps Upload, for the Basic service plan.

#### Impact of Specialized Services

Specialized Services are not subject to Open Internet Compliance.

### Commercial Terms

ISP's must disclose the commercial terms of its broadband Internet access service including those listed below.

#### Pricing

All Conifer Communication rates and terms are available on our website [www.ConiferCommunications.com](http://www.ConiferCommunications.com) or may be attained by calling our office at 866-378-8393.

#### Privacy Policies

Conifer Communications does not provide any information about traffic to third parties without a legal request nor do we use any traffic information for non-network management purposes.

#### Redress Options

Conifer Communications maintains 24x7 on call technician for emergency issues. We work to respond to issues as quickly as weather conditions will allow.

### FCC Notice

If a customer believes that these open Internet rules are not being met, we encourage you to contact us by email at [mail@conifercom.net](mailto:mail@conifercom.net), or by phone at (866)378-8393.

Customers may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.