

Open Internet Statement

Updated June 7, 2018

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 12th, 2015. The new rules can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>. Additional on Jun 11, 2018, the FCC rules have been updated under the Internet Freedom Restoration act, whereby broadband internet service has been reclassified at a Title 1 information service. Through these various rules and regulations, 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 and is here to aid you in learning about how our service is operated. The policies contained herein serve as a supplement to the existing terms of service, and privacy policy. We reserve the right to update this document and our practices at any time.

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;
- **Blocking.** Fixed and mobile broadband providers may block any content, applications, services, or non-harmful devices, or any service that compete with their voice or video telephony services, so long as that information is disclosed to their customers; 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, including but not limited to blocking, throttling, congestion management, and/or prioritizing.

Network Practices

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

- ISP's may block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may block consumers from accessing lawful Web sites, 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.
- Congestion management and over subscription.

Application-Specific Behavior

Prioritized Traffic: VoIP service, http, https, udp, 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)

Congestion Management

We manage congestion on our fixed wireless network with the use of Quality of Service (QoS) type devices at network edge points that shape and optimize traffic according to the above stated application-specific behavior. Our over subscription ratio is below the networking standard of 5 to 1. We expand capacity on network access points when frame utilization reaches 75%.

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 5Mbps Download and 2Mbps Upload, for the Basic service plan. We also offer burst speeds (starting at 20Mbps) on all of our speed packages. Data is never limited and we do not throttle speeds according to data usage.
- **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 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. See Conifer Privacy Policy on our website ConiferCommunications.com for the full document.
- **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, 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.