Network Transparency Statement & Policy

Coastal Fiber Network Transparency Statement & Policy

Coastal Fiber, an affiliate of Coastal Electric Cooperative, (“Coastal Fiber”) provides this Network Transparency Statement in accordance with the FCC’s Restoring Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about Coastal Fiber’s other policies and practices concerning broadband are available at www.coastalfiber.com.

Coastal Fiber engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. Coastal Fiber’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. Coastal Fiber wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

Coastal Fiber will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service, or Device Providers.

Coastal Fiber’s network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that Coastal Fiber uses to manage its network.

A. Coastal Fiber’s Network Transparency Disclosures

Coastal Fiber uses various tools and industry-standard techniques to manage its network and deliver fast, secure and reliable Internet service. Coastal Fiber believes in full transparency and provides the following disclosures about its network management practices:

1. Blocking: Coastal Fiber does not block or discriminate against lawful content.

2. Throttling: Coastal Fiber does not throttle, impair, or degrade lawful Internet traffic.

3. Affiliated Prioritization: Coastal Fiber does not prioritize Internet traffic and has no plans to do so.

4. Paid Prioritization: Coastal Fiber has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services, or devices. Coastal Fiber does not have plans to enter into paid prioritization deals to create fast lanes.

5. Congestion Management: Coastal Fiber monitors the connections on its network in the aggregate on a continuous basis to determine the rate of utilization. If congestion emerges on the network, Coastal Fiber will take the appropriate measures to relieve congestion.

On Coastal Fiber’s network, all customers have access to all legal services, applications, and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on Coastal Fiber’s network.

Customers using conduct that abuses or threatens the Coastal Fiber network or which violates the company’s Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Coastal Fiber’s network and congestion management practices are ‘application-agnostic’, based on current network conditions, and are not implemented on the basis of customers’ online activities, protocols or applications. Coastal Fiber’s network management practices do not relate to any particular customer’s aggregate monthly data usage.

Coastal Fiber also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, Coastal Fiber provides notification to the customer via email or phone. If a violation of Coastal Fiber’s policies has occurred and such violation is not remedied, Coastal Fiber will seek to suspend or terminate that customer’s service.

6. Application-Specific Behavior: Except as may be provided elsewhere herein, Coastal Fiber does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Coastal Fiber.

Device Attachment Rules: Customers must use PPPoE for

authentication of point-to-point connections between devices on the network.There is a limit of one (1) PPPoE session per account. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the Coastal Fiber broadband network should be provided by Coastal Fiber. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, customers are responsible for ensuring that their equipment does not harm Coastal Fiber's network or impair the service of other customers. Coastal Fiber is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to Coastal Fiber's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

7. Network Security: Coastal Fiber knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. Coastal Fiber also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email. Spam files are automatically deleted if not accessed within 30 days.

As its normal practice, Coastal Fiber does not block any protocols, content or traffic for purposes of network management, but Coastal Fiber may block or limit such traffic asspam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

B. Network Performance

1. Service Descriptions

Coastal Fiber deploys hardwired broadband Internet access to its subscribers via Fiber technologies.

2. Network Performance

Coastal Fiber makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Coastal Fiber’s network. Coastal Fiber measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond Coastal Fiber’s control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a Coastal Fiber broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen Coastal Fiber broadband plan.

Coastal Fiber tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed.

Customers may request assistance on speed issues by calling our business office at (833) 434-3311 or via our contact form.

Based on the network information Coastal Fiber receives from its monitoring efforts, Coastal Fiber's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Coastal Fiber has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC.

We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment. Coastal Fiber reports the results of this testing below. This result applies to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

Download & Upload Speeds, Latency

Download Speeds

Speed Tier	Measured (Peak Times)	Measured (Off-Peak Times)
500 Mbps	500 Mbps	500 Mbps
1 GB	1 GB	1 GB
5 GB	5 GB	5 GB

Upload Speeds

Speed Tier	Measured (Peak Times)	Measured (Off-Peak Times)
500 Mbps	500 Mbps	500 Mbps

Speed Tier	Measured (Peak Times)	Measured (Off-Peak Times)
1 GB	1 GB	1 GB
5 GB	5 GB	5 GB

Latency

Speed Tier	Latency (Peak Times)	Latency (Off-Peak Times)
500 Mbps	50 Ms	20 Ms
1 GB	50 Ms	20 Ms
5 GB	50 Ms	20 Ms

3. Impact of Non-BIAS Data Services

The FCC has defined two types of broadband services: Broadband Internet Access Service ("BIAS") and Non-Broadband Internet Access Service ("Non-BIAS") service. BIAS is a mass-market retail service by wire or radio that provides the capability to transmit data to and receive data from all, or substantially all, Internet endpoints. Non-BIAS services include services offering connectivity to one or a small number of Internet endpoints for a particular device (i.e. heart monitors) or don't provide access to the Internet at all. Non-BIAS (previously known as "Specialized Services") may share capacity with BIAS over the last-mile facilities. If both are offered, they may compete for bandwidth in the last mile.

Coastal Fiber provides Voice-over-the-Internet-Protocol (VoIP) to its fixed wireless customers. The VoIP traffic uses private RFC 1918 addresses, dedicated paths for VoIP and QoS on the routers/switches it touches. The QoS priority is based on the source and destination IP. Where VoIP traffic is combined with

best-effort Internet traffic and QoS priority is employed, the network could endure marginal delays if there are instances of bandwidth contention, although very unlikely.

C. Commercial Terms

Pricing and additional service information may be found throughout our website. In addition to this Network Transparency Statement, patrons may also find all our Policies and Agreements on this site. For questions, complaints, or requests for additional information, please contact Coastal Fiber at 833-434-3311.