



NEP INTERNET OPEN INTERNET DISCLOSURE

NEP INTERNET’s Open Internet disclosure provides important information about NEP INTERNET’s Internet service including Network Management Practices, Performance Characteristics, and Commercial Terms as outlined in the FCC’s Restoring Internet Freedom Order (RIF Order).

Performance Characteristics

- **Service Description:** NEP INTERNET provides fixed broadband Internet services to the public in accordance with the Federal Communications Commission’s “RIF Order” requirements. NEP INTERNET provides Internet service over an all fiber optic cable network. The following is a table that illustrates NEP INTERNET’s Internet offerings including downstream and upstream speed, expected results based on internal testing to the company’s speed test server and latency measurements:

<u>Downstream Speed</u>	<u>Downstream Speed</u>	<u>Upstream Speed</u>	<u>Upstream Speed</u>	<u>Average Latency</u>
(Provisioned)	(Test Result)	(Provisioned)	(Test Result)	
12 Mbps	12 Mbps	6 Mbps	6 Mbps	1-2 ms
25 Mbps	25 Mbps	13 Mbps	13 Mbps	1-2 ms
50 Mbps	50 Mbps	25 Mbps	25 Mbps	1-2 ms
100 Mbps	100 Mbps	50 Mbps	50 Mbps	1-2 ms
200 Mbps	200 Mbps	100 Mbps	100 Mbps	1-2 ms
400 Mbps	400 Mbps	200 Mbps	200 Mbps	1-2 ms
700 Mbps	700 Mbps	350 Mbps	350 Mbps	1-2 ms
1000 Mbps	940 Mbps	500 Mbps	500 Mbps	1-2 ms

Note: NEP INTERNET’s Internet speeds are not guaranteed and the customer experience can be affected by many factors including the type of computer hardware and software used by the customer, the type and capabilities of the wireless router if one is used, the number of active devices within the home or business, the specific website being accessed and the type of data transfer being performed. The above data results from internal company testing by NEP INTERNET technicians using specific testing criteria and methodology and using the company speed test server for testing purposes.



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Commercial Terms of Service

- **Price:** NEP INTERNET provides various speed offerings at competitive pricing. At this time, NEP INTERNET does not apply usage-based fees or early termination fees. In addition, contracts are not offered or required to subscribe to the service. The following provides pricing information related to NEP INTERNET’s internet service:

<u>Speed Tier</u> (Downstream / Upstream)	<u>Monthly Rate</u>
12Mbps / 6Mbps	\$40.00
25Mbps / 13Mbps	\$65.00
50Mbps / 25Mbps	\$95.00
100Mbps / 50Mbps	\$135.00
200Mbps / 100Mbps	\$180.00
400Mbps / 200Mbps	\$245.00
700Mbps / 350Mbps	\$315.00
1000 Mbps / 500Mbps	\$395.00

Note: Discounts on the monthly rate for internet service may be applied if bundled with other NEP INTERNET services.

- **Privacy Policies:** In the course of normal business operations, NEP INTERNET does not engage in the inspection of network traffic or store any customer usage information. However, during installation, troubleshooting and repair, it may be necessary to analyze network information, but this information is only used for this specific purpose and is limiting to packet source, destination and port number. The information is not stored, provided to a third party or utilized for any other purpose.
- **Redress Options:** If the user of NEP INTERNET’s internet service has a question about the service, trouble or problems using the service or suspects the service is not working properly, the user can contact NEP INTERNET for problem resolution at 877-826-7111 or e-mail at helpdesk@nep.net. Customer complaints can be addressed by calling 866-785-3131 or made in writing and addressed to:

NEP INTERNET
720 Main Street
Forest City, PA 18421

Network Management Practices



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The following are specific company Network Management disclosures:

- **Congestion Management:** NEP INTERNET does not perform any congestion management or prioritization of one traffic type over another.
- **Application-Specific Behavior:** NEP INTERNET does not perform any application specific rate throttling or traffic blocking based on a specific application, type of data or protocol.
- **Device Attachment Rules:** NEP INTERNET does not have any restrictions regarding the type of end user devices that can be connected to the network. NEP INTERNET employs practices that allow the customer's ability to lawfully use the service.
- **Security:** NEP INTERNET does employ network management practices to ensure the security of customers, other users, and the network. For example, NEP INTERNET utilizes programs and protocols to detect and inhibit the distribution of malicious and harmful viruses and content, and employs SPAM filtering devices that prevent the delivery or transmission of SPAM. In addition, NEP INTERNET will investigate complaints that a broadband Internet customer's device or devices may be producing SPAM or other harmful network traffic, or accessing content illegally. Such reports will result in NEP INTERNET contacting the customer and working with interested parties to resolve the security or access concerns.
- **Blocking:** NEP INTERNET does not currently employ network management practices that interfere with a broadband Internet customer's lawful access to Internet sites or a customer's ability to access specific lawful applications. Currently, no congestion management or usage limitations apply, although pricing does vary by speed offering. NEP INTERNET does not block or rate-control traffic based upon source, destination or lawful content, and does not inhibit, restrict or favor any application or class of applications. Specifically, NEP INTERNET will not:
 - prevent customers from sending and receiving lawful content,
 - prevent customers from connecting their choice of legal devices that do not harm the network, or,
 - discriminate against any lawful content, application or service.
- **Throttling:** NEP INTERNET does not throttle, restrict, manipulate or otherwise modify the user data transfer or otherwise artificially impact the performance of the end user's service.
- **Affiliated Prioritization:** NEP INTERNET does not prioritize any data, application, user, or service and does not employ techniques such as traffic shaping or resource reservation. Further, NEP INTERNET does not prioritize any traffic over other traffic for the benefit of an affiliate or another other entity, person or application.



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- **Paid Prioritization:** NEP INTERNET does not directly or indirectly favor or prioritize some traffic over other traffic in exchange for either monetary or other consideration.

For additional information on terms, conditions, and online use policies related to NEP INTERNET broadband services, please review NEP INTERNET's Internet Acceptable Use Policy and Privacy Policies. Additional information can be obtained by contacting NEP INTERNET at 866-785-3131.