

## Understanding Your BendBroadband Internet Access Services

As your local broadband Internet provider, it is important to BendBroadband that we provide you with details about our network and the services you subscribe to. We are committed to providing Internet services that support innovation, investment, job creation, economic growth, competition and free expression. In some cases, high-speed bandwidth and network resources require management to facilitate delivery of these services. This information regarding our network management practices and the performance and commercial terms of our broadband Internet access services will help you make informed choices regarding the purchase and use of our services, in accordance with the Rules of the Federal Communications Commission. This document is intended to be informational and does not replace or alter the legal terms and conditions of our [Service Agreement](#).

This information describes what is currently in place. We continue to evaluate our network practices to ensure the best Internet service possible. This information is subject to change and will be updated accordingly.

Internet Service	Network Congestion Management	Monthly Bandwidth Usage	Peak Usage Times	Speeds at Peak Usage Times
Residential Cable Modem Internet	<b>NO</b>	<b>YES</b>	7:00 pm to 11:00 pm PST every day	10% of customers may experience degraded experience during peak time.
Business Cable Modem Internet	<b>NO</b>	<b>YES</b>	10:00 am to 1:30 pm PST weekdays	Speeds at peak time are typically equal to maximum advertised speeds.
Wireless Residential and Business Internet	<b>YES</b>	<b>YES</b>	10:00 am to 10:00 pm PST every day	Speeds at peak time are typically equal to advertised speeds. Speeds at peak time may be up to 50% slower than non-peak periods when unusually high network traffic occurs.

### Network Management

For residential and business cable modem Internet customers, BendBroadband has not deployed congestion or network management principles. There is no mechanism in place today to adjust a customer's experience based on the type of activities they are performing on the Internet.

On our HSPA and LTE wireless network congestion management techniques are applied to improve network capacity to benefit the greatest number of customers. Bandwidth allocated to streaming video, flash video and peer to peer file sharing applications is managed to reduce network congestion during peak traffic times referenced in the table above.

BendBroadband does not block any lawful content, applications or services and does not discriminate in transmitting lawful network traffic. BendBroadband does not block or manage

any specific protocols or protocol ports, except in cases of malware, spam and viruses to protect customers. Port blocks or preventive action may be used temporarily following notice to a customer who has violated the terms of service. Voice traffic may be prioritized to improve quality. BendBroadband does not otherwise target specific types of traffic based on technology, application or provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications.

Residential customers are prohibited from operating a web server, FTP server, file server or game server or running any other server applications or providing network or host services to others.

BendBroadband does not engage in any “deep packet inspection” or other inspection of content for non-diagnostic purposes, such as providing customers with specific advertising or recommendations based on use of the Internet.

### **Service Speeds**

Broadband Internet services are available in tiers that offer customers a variety of upload and download speeds. To view our Internet packages including speeds, pricing and bandwidth usage, select one of the below:

[Residential Cable Modem Internet Tiers](#)

[Business Cable Modem Internet Tiers](#)

[Wireless Internet Tiers](#)

Please note that Internet tiers or packages are described as offering “up to” certain speeds. While BendBroadband architects its network to achieve the stated speeds for each of the service tiers offered, the company does not guarantee that customers will always experience those speeds. Speeds at peak times may be lower than the advertised speeds due to many factors, including a high volume of data intensive simultaneous downloads and streaming video.

The following variables may also affect actual speeds experienced by a customer:

1. The performance of a customer’s computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses.
2. The type of connection between a customer’s computer and modem. For example, WIFI connections may be slower than direct connections into a router or modem. WIFI connections also may be subject to greater fluctuations, interference and congestion. We do not recommend using WIFI as the primary modem connection with higher speed tiers as many WIFI devices do not support the speeds delivered by these tiers.
3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of

networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.

4. If a large number of visitors are accessing a site or particular destination at the same time, a customer's connection to that site will be affected if the site or destination does not have sufficient capacity to serve all visitors efficiently. Congestion also occurs when customers served by the same facilities simultaneously request high volumes of data, such as during peak usage hours in the evening.
5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site.
6. Specific to BendBroadband's wireless service, average speeds may vary based on location within the wireless footprint and the level of traffic occurring on the network in that area. In weaker signal areas an antenna is required for phone service and is optional to obtain improved high-speed Internet performance.
7. The model and condition of the customer's cable modem. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

Customers can conduct a speed test at <http://speedtest.bendbroadband.com>.

BendBroadband staff consistently monitors the network. Proactive capacity expansion is initiated when certain parameters are met on a given segment of the network and typically accomplished within 90 days. Questions concerning performance or speeds should be addressed to technical support by calling 541-382-5551.

### **Usage Allotments**

Each of our Internet service tiers includes specified quantities of data that may be uploaded/downloaded in one monthly billing cycle. There are several tools to help customers track their usage, including Internet browser alerts, op-in email notices and a Web portal. If the quantity of bandwidth is exceeded, then a charge of \$1.50 per GB is charged to the customer's account. For your information, we have estimated the [approximate amount of data associated with different types of Internet content](#)

Customer usage data is retained for 12 months. The data is aggregated to monitor network trends. We do not provide usage information to private third parties.

### **New Equipment**

For optimal performance at the customer location, DOCSIS 3.0 Cable Modem/MTA models are approved to operate on the BendBroadband network: Arris WBM750, Arris WBM760, Arris TM722G, and Netgear CG3000D. Wireless modems: Bandrich R305, R505, C305 and C505. Customers may purchase or rent these devices from BendBroadband or select retail locations. We may provide approval of DOCSIS 3.0 Cable Modem/MTAs not listed if validated with our Technical Support team by calling 541-382-5551.

## **Commercial Terms of Service and Internet Privacy Policies**

Please review our [terms and conditions of service](#) for more detailed information.

If you have any additional questions or concerns, please contact us at 541-312-5551.