

# Douglas Fast Net (DFN) - Broadband Network Statement

DFN maintains an open Internet for its customers, and with this principle in mind, this document summarizes DFN's network management practices and the performance characteristics and commercial terms of the broadband Internet access services that it offers to residential, business, school, and library customers.

## Network Practices

DFN manages its network with one goal: to deliver the best possible broadband Internet experience to all of its customers. High-speed bandwidth and network resources are not unlimited, and are particularly costly to deploy in the less densely populated rural areas that characterize much of DFN's residential service area. Managing the network is essential to promote the use and enjoyment of the Internet by all of DFN's customers. DFN reserves the right to employ reasonable tailored Internet Protocol ("IP") network management practices that are consistent with industry standards for such networks. Such practices would ensure that all customers and application providers have access to a fair share of DFN's network while not unreasonably discriminating in transmitting lawful broadband traffic. DFN also tries to use tools and technologies that are minimally intrusive. Just as the Internet continues to change and evolve, so too will DFN's network management practices adapt to address the challenges and threats on the Internet. By engaging in reasonable and responsible network management, DFN can deliver the best possible broadband Internet experience to all of its customers.

As technologies and customer needs evolve over time, DFN may conduct trials of very limited geographic scope to explore new approaches toward network management. Such approaches may include offering tiers of service with different usage caps, assessing fees for exceeding such caps, adopting network management practices that are responsive to the degree to which certain traffic is sensitive to congestion, or a combination of these approaches. DFN will provide appropriate notice to all affected customers prior to making any such changes as a part of a trial.

So long as traffic is not malicious or harmful to its network, DFN does not block certain applications or classes of applications sourced from, or destined to, the public Internet. Rather, DFN strives to provide the best customer experience for all types of applications.

## Device Attachment Rules

DFN permits its customers to attach any device to its network, so long as the device's usage does not harm DFN's network or otherwise violate DFN's Acceptable Use Policy which can be found at <https://dfn.net/acceptable-use-policy>. Not all such devices, however, may be technically compatible with DFN's network. The technical compatibility

of a device will vary depending on the broadband Internet access service to which it is being attached.

DFN operates a Network Operations Center that monitors its network for abuse and fraud. When DFN determines the presence of suspicious, malicious, criminal, or abusive traffic, or other activity that violates DFN's Acceptable Use Policy, DFN temporarily may block access from or to its network to protect the security of its network and its customers. This measure may be triggered by, among other conditions, a denial-of-service (DoS) attack or by DFN detecting an unusual amount of traffic that may be related to computers infected with malicious software viruses. If a customer believes that DFN is blocking such traffic in error, the customer should contact DFN's Internet customer support at (800) 516-5251.

## **Performance Characteristics**

### **Service Description**

DFN offers broadband Internet access services to its residential, small business, school, and library customers over various technologies throughout its footprint. These technologies include digital subscriber line service (variants of ADSL and VDSL), dedicated circuits (T1s), Fiber-to-the-Home Passive Optical Network (PON), and Metro Ethernet (via various methods and standards). The availability of these specific technologies varies by market.

DFN's broadband Internet access speeds vary by customer location. DFN strives to provision a customer's connection up to the maximum advertised speed, but actual speed experienced by the customer will vary based on multiple factors, such as the condition of wiring inside a specific location or the electromagnetic interference on the customer's line; general Internet backbone configurations and computer configuration; network or Internet congestion; and the server speeds of websites accessed. These variables can cause broadband Internet access service to perform at less than maximum advertised speeds. DFN does not and cannot guarantee speeds.

DFN runs a speed test server at <http://dfn.speedtest.net>. This speed test server is located as close to the egress points of DFN's network to ensure as accurate of testing of true internet speed as possible.

### **Impact of Specialized Services**

DFN offers other services using its network facilities, including Internet Protocol-based services such as DFN voice over IP telephone service and DFN IP-delivered video service. DFN voice service traffic receives special quality of service (QoS) treatment due primarily to the latency sensitivity of the service, but it has no material impact on the overall availability of bandwidth capacity for Internet Services. To the extent DFN offers data services, such as video streaming, that are not managed within a closed network and traverse the Internet, such traffic is not distinguished from the BIAS traffic and receives no

special QoS treatment. DFN regularly monitors data usage, congestion and capacity to decide where additional capacity in the network is needed for the mix of services it provides.

## Commercial Terms

### Pricing

Pricing for DFN's small business broadband Internet access services can be found at <https://dfn.net/business-services>, while pricing for DFN's large business broadband Internet access services is on a quote basis through our sales team who can be reached at 541-673-4242. Pricing for DFN's residential broadband Internet access services can be found at <https://www.DFN.net/internet>. Any applicable early termination fees are described in the broadband Internet access service offer and DFN's online Terms of Service which can be found at <https://www.DFN.net/terms-of-service>.

### Privacy Policies

DFN's network management practices are designed to provide the best possible online experience to its customers. To that end, DFN monitors traffic flows between points within its network and between its network and locations on the Internet for purposes of providing security for its customers, planning for future needs, and ensuring that its network runs efficiently. Monitored information includes the amount of data sent to and from your connection, the source and destination of the data, and the type, but not the contents, of information sent and received. In limited circumstances, DFN may also look into the contents of the information to determine whether it is malicious in nature (such as a virus, spam, worm, etc.) or when required by law to comply with judicial orders or regulations. DFN's Privacy Statement, which can be found at <https://dfn.net/resources/DFN-PrivacyStatement.pdf>, provides details on how DFN protects its customers' Personally Identifiable Information ("PII") from inappropriate use.

## Questions and Concerns

Customers with questions or experiencing broadband Internet access service problems may contact DFN's Internet customer support at (800) 516-5251. The center is open on a 24 x 7 basis. Internet edge providers may email complaints, questions, security concerns, and reports of Internet abuse to [abuse@DFN.net](mailto:abuse@DFN.net).

## Updates

DFN reserves the right to update this Broadband Network Statement and will do so as circumstances warrant.