

Internet Transparency Statement of ISP

Since 2010, the Federal Communications Commission (“FCC”) has issued a series of orders and rules to preserve the internet as an open platform. These original transparency rules went into effect on November 20, 2011 to “publicly disclose accurate information regarding the network management practices, performance, and commercial terms of its broadband Internet access services sufficient for consumers to make informed choices.” In July 2014, the FCC Enforcement Decision issued a further Advisory Guidance clarifying that a provider’s advertising claims must match its posted disclosure statement. On December 14, 2017, the FCC issued its *Restoring Internet Freedom* Order re-categorizing broadband internet services as information services covered by Title I of the Telecommunications Act of 1996 and clarifying the requirements for a provider’s “Internet Transparency Statement.” The following rule summarizes the FCC’s requirements:

Any person providing broadband Internet access service shall publicly disclose accurate information regarding the network management practices, performance, and commercial terms of its broadband Internet access services sufficient to enable consumers to make informed choices regarding the purchase and use of such services and entrepreneurs and other small businesses to develop, market, and maintain Internet offerings. Such disclosure shall be made via a publicly available, easily accessible website or through transmittal to the Commission. FCC Restoring Internet Freedom Order at par. 215

Through these rulings, all Internet service providers such as **Sherwood Broadband (“ISP”)** 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. The policies contained herein serve as a supplement to the existing Terms of Service, Acceptable Use Policy, and Privacy Policy.

The FCC’s rules require internet service providers to disclose the following practices:

- **Transparency.** Fixed and mobile broadband providers must disclose the reasonable network management practices, performance characteristics, and terms and conditions of their broadband services;
- **Blocking.** Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices, including a description of what is blocked.
- **Throttling.** Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including a description of what is throttled.
- **Affiliated Prioritization.** Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

- **Paid Prioritization.** Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.
- **Congestion Management.** Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices' effects on end users' experience; criteria used in practices, such as indicators of congestion that trigger a practice, including any usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate.
- **Application-Specific Behavior.** Whether and why the internet service provider blocks or rate-controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications.
- **Device Attachment Rules.** Any restrictions on the types of devices and any approval procedures for devices to connect to the network.
- **Security.** Any practices used to ensure end-user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security).

Blocking and Prioritization

Blocking:

ISP does not block lawful content, applications, services, or non-harmful devices.

Throttling:

ISP does not throttle lawful content, applications, services, or non-harmful devices.

Affiliated Prioritization: **ISP** does not prioritize its or its affiliates' services over any others subscribed to or chosen by its customers.

Paid Prioritization:

ISP is a net-neutral provider of broadband internet services and all associated services provided over the user's internet connection.

Congestion Management

Traffic subject to congestion management practices:

All traffic is treated equally and subject to best effort congestion management practices regardless of content or service.

Purposes served by congestion management practices:

To provide all customers reliable internet access during periods of unusually high usage or failure of upstream capacity.

Criteria used in determining congestion management practices:

If traffic load on a section of the network exceeds current capacity, ISP may implement congestion management practices until additional capacity can be brought online.

Usage limits:

At this time, **ISP** does not limit bandwidth usage.

Application-Specific Behavior: **ISP** does not block internet traffic regardless of protocols, applications, ports, or devices except to protect the network and customers.

Device Attachment Rules: **ISP** has no restrictions on types of devices attached to its network, except in instances where devices harm the **ISP** network, it's customers, other individuals, or are in violation of **ISP** policies

Security: **ISP** employs various security measures to protect it's own internal infrastructure. Due to the various needs of broadband customers **ISP** does not employ default security measures on customer connections other than those that are available and configurable on customer premise equipment. **ISP** will assist customers who wish to configure these settings when requested.

Disruptions: **ISP** does not guarantee uninterrupted service. **ISP** will not and cannot be responsible for any disruption of service due to power outages, equipment malfunctions, customer-induced issues, or any natural or unnatural causes beyond **ISP** control. **ISP** will make every reasonable effort to restore service as quickly as possible. **ISP** does not guarantee a refund or service credit for loss of service. The Subscriber acknowledges and agrees that the service is not intended to be, and will not be used as, your primary or "life-line" telecommunications service.

Performance Characteristics

ISPs must disclose the following network performance characteristics:

Service Description:

Technology:

ISP provides broadband service using fiber optics as the transmission medium.

Access Speed and Latency:

All **ISP** service offerings are described as "best-effort" and are not guaranteed. Actual bandwidth availability for any customer may vary depending on peak usage times, access point capacity, and customer-owned equipment.

Latency on **ISP**'s network is well below 100ms at all times with normal ranges between 0-10 ms. Latency is dependent on the type and number of customer-owned equipment, peak usage times, and temporary external interference.

Suitable applications:

ISP's broadband service is suitable for real time applications such as VOIP, Gaming, remote desktop, VPN, etc.

Impact of Specialized Services: Not applicable

Impact of Non-Broadband Internet Access Service Data Services: None.

Commercial Terms

Internet service providers must disclose the commercial terms of their broadband Internet access service including those listed below.

Pricing: **ISP** will only install Internet service after our technicians have determined that the signal quality is adequate. Service availability is subject to availability, signal quality, terrain, physical obstruction, and local interference. See the Sherwood Broadband website for pricing and additional details at, www.SherwoodBroadband.com

Terms of Payment: All service charges are billable for services provided and must be paid 14 days after the bill due date. If payment is not received 42 days after due date **ISP** may terminate service.

Early Termination Fee: To cancel service prior to the end of this agreement term, the subscriber must provide **ISP** 30 days advance notice of cancellation. For standard residential services in the City of Sherwood and for businesses that have our Small Business Internet service there are no contracts and no early termination fee. Standard services are those shown on the Sherwood Broadband website (www.SherwoodBroadband.com) that have pricing displayed and are for customers inside the City of Sherwood. Early termination fees for all other customers and services are outlined in the service order and associated policies. Sherwood Broadband policies are located at www.SherwoodBroadband.com/policies. All installation and past service fees are non-refundable.

Taxes, fees, & other assessments: Subscriber is fully responsible for all federal, state and local taxes, fees, surcharges, and other assessments that are imposed on the services and equipment. This Agreement sets forth the entire agreement of the parties and may be amended only in writing signed by the party to be bound thereby. Failure to pay any charge due to **ISP** or to return **ISP's** equipment shall entitle **ISP** to take legal action to recover the same, and Subscriber will be liable for and shall pay **ISP** (i) all expenses incurred in connection with collection of all amounts in arrears and (ii) reasonable attorney fees.

Privacy Policies: No customer browsing information is stored. We do not perform deep packet inspection. No information is provided to third parties. **ISP's** privacy policy can be found here: <https://www.sherwoodbroadband.com/privacy-policy-2/>.

Redress Options: **ISP** will expeditiously address all customer complaints. Customers can contact our office by phone at **(503) 625-4270** or may send email to **Support@SherwoodBroadband.com**.

FCC Notice

If a customer believes that this Internet Transparency Statements terms are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints following these instructions at the following address: <https://consumercomplaints.fcc.gov/hc/en-us/articles/115002206106>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

Additional Disclaimers

These internet transparency rules, as adopted are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of the company, rights holders, and end users. Furthermore, these rules do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. Moreover, **ISP** reserves the right to cooperate with law enforcement investigations upon proper legal notice and procedures. For additional information, please review the Acceptable Use Policy located at <https://www.sherwoodbroadband.com/policies/>.