

# NETWORK TRANSPARENCY STATEMENT

Consolidated Enterprises, Inc. and all Related Subsidiaries, dba as Consolidated Broadband Internet Service, referred to as “Consolidated” hereafter, provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about Consolidated’s other policies and practices concerning broadband are available at [www.consolidatednd.com](http://www.consolidatednd.com) (“Consolidated’s Website”).

Consolidated 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. Consolidated’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Consolidated 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.

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

## **A. Consolidated’s Network Transparency Disclosures**

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

1. **Blocking:** Consolidated does not block or discriminate against lawful content.
2. **Throttling:** Consolidated does not throttle, impair or degrade lawful Internet traffic.
3. **Affiliated Prioritization:** Consolidated does not prioritize Internet traffic and has no plans to do so.
4. **Paid Prioritization:** Consolidated has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services or devices. Consolidated does not have plans to enter into paid prioritization deals to create fast lanes.
5. **Congestion Management:** Consolidated 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, Consolidated will take the appropriate measures to relieve congestion.

On Consolidated'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 Consolidated's network.

Customers using conduct that abuses or threatens the Consolidated 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.

Consolidated'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. Consolidated's network management practices do not relate to any particular customer's aggregate monthly data usage.

Consolidated monitors its network on a continuous basis to determine utilization on its network. Consolidated 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, Consolidated provides notification to the customer via email or phone. If a violation of Consolidated's policies has occurred and such violation is not remedied, Consolidated will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, Consolidated does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Consolidated.
7. **Device Attachment Rules:** Customer devices are assigned IP addresses via DHCP. For best results, modems or other proprietary network gateways used on Consolidated's broadband network should be provided by Consolidated. 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 Consolidated's network or impair the service of other customers. Consolidated 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 Consolidated'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.

8. **Network Security:** Consolidated 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. Consolidated 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 7 days.

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

## **B. Network Performance**

### **1. Service Descriptions**

Consolidated deploys Internet access to its subscribers through hardwired broadband access (Fiber or Cable). Consolidated is providing limited wireless Internet services to several customers – see specific wireless Internet service limitations and exceptions in Section B 2 below.

### **2. Network Performance**

Consolidated 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 Consolidated' network. Consolidated 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 Consolidated' 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 Consolidated 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 Consolidated broadband plan.

Consolidated measures system traffic every 5 min. All services are best effort. Consolidated 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 also test their actual speeds using the speed test located at [www.consolidatednd.com](http://www.consolidatednd.com) on Consolidated' website and may request assistance by calling our business office at 701-483-4000 or by email at [support@consolidatednd.com](mailto:support@consolidatednd.com).

Based on the network information Consolidated receives from its monitoring efforts, Consolidated' network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Consolidated 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. Consolidated 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**

##### **Download Speeds**

<b>ADVERTISED</b>	<b>ACTUAL SUSTAINED</b>	<b>PERCENTAGE DIFFERENTIAL</b>
<b>100 Mbps Fiber</b>	<b>96.77</b>	<b>3.28</b>
<b>200 Mbps Fiber</b>	<b>195.95</b>	<b>2.04</b>
<b>300 Mbps Fiber</b>	<b>288.89</b>	<b>3.77</b>
<b>500 Mbps Fiber</b>	<b>486.1</b>	<b>2.82</b>
<b>600 Mbps Fiber</b>	<b>587.26</b>	<b>2.15</b>
<b>1 Gbps Fiber</b>	<b>949.42</b>	<b>5.19</b>
<b>2.5 Gbps Fiber</b>	<b>2401.0</b>	<b>4.14</b>
<b>100 Mbps Cable</b>	<b>93.72</b>	<b>6.48</b>
<b>200 Mbps Cable</b>	<b>192.46</b>	<b>3.84</b>
<b>300 Mbps Cable</b>	<b>286.89</b>	<b>4.47</b>
<b>500 Mbps Cable</b>	<b>481.48</b>	<b>3.77</b>
<b>600 Mbps Cable</b>	<b>573.26</b>	<b>4.56</b>
<b>1 Gbps Cable</b>	<b>944.27</b>	<b>5.73</b>
<b>100 Mbps DSL</b>	<b>82.59</b>	<b>19.07</b>

### Upload Speeds

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
100 Mbps Fiber	99.02	.98
200 Mbps Fiber	195.95	2.05
300 Mbps Fiber	294.05	2.00
500 Mbps Fiber	489.66	2.09
600 Mbps Fiber	586.86	2.21
1 Gbps Fiber	949.42	5.19
2.5 Gbps Fiber	2397.0	4.31
100 Mbps Cable	95.66	4.43
200 Mbps Cable	93.9	6.29
300 Mbps Cable	92.45	7.85
500 Mbps Cable	97.05	2.99
600 Mbps Cable	93.58	6.63
1 Gbps Cable	95.58	4.52
100 Mbps DSL	10.52	5.07

### LATENCY

SPEED TIER	LATENCY (PEAK TIMES)	LATENCY (OFF-PEAK TIMES)
100 Mbps Fiber	1 ms	1 ms
200 Mbps Fiber	1 ms	1 ms
300 Mbps Fiber	1 ms	1 ms
500 Mbps Fiber	1 ms	1 ms
600 Mbps Fiber	1 ms	1 ms
1Gbps Fiber	1 ms	1 ms
2.5 Gbps Fiber	1 ms	1 ms
100 Mbps Cable	7 ms	7 ms
200 Mbps Cable	3 ms	3 ms
300 Mbps Cable	3 ms	7 ms
500 Mbps Cable	5 ms	3 ms
600 Mbps Cable	3 ms	7 ms
1 Gbps Cable	3 ms	7 ms
100 Mbps DSL	4 ms	4 ms

Consolidated is also performing speed and latency testing in certain portions of its network from specific Customer locations to FCC established endpoints to ensure that the service provided meets regulatory thresholds for such offerings. These Customer locations are designated by USAC, per FCC regulations, and the testing is required as a condition of Consolidated receiving federal financial assistance.

### **3. Impact of Non-BIAS Data Services**

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities.

Real time services, such as Non-BIAS services, include Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. As Non-BIAS traffic is combined with general Internet traffic on Consolidated’s network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on Consolidated’s network. In any such event, the Non-BIAS traffic is given priority over general Internet traffic.

Consolidated provides Voice-over-the-Internet-Protocol (VoIP). The VoIP traffic uses private RFC 1918 addresses 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.

Consolidated offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Company’s broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation, and appreciates feedback from its customers.

### **C. Commercial Terms**

Pricing and additional service information may be found at <http://www.consolidatednd.com>

In addition to this Network Transparency Statement, patrons may also find links to the following on Consolidated’s Website:

- Pricing and Broadband Services Information - <https://www.consolidatednd.com/online-application>

- Complaints and Contact Information - <https://www.consolidatednd.com/contact-us>

or call 701-483-4000 during 8 am to 5 pm MST

- Internet Support Information - <https://www.consolidatednd.com/support>
- Acceptable Use Policy - <https://www.consolidatednd.com/networkacceptableusepolicy>
- Internet Terms and Conditions - <https://www.consolidatednd.com/internettermsanduse>
- Legal Notices Section - <https://consolidatednd.com/support/resources/>
- Privacy Policy- <https://consolidatednd.com/privacypolicy/>

For questions, complaints or requests for additional information, please contact Consolidated at:

Business Office at **701-483-4000**

Email at [info@consolidatednd.com](mailto:info@consolidatednd.com)