

Alsat Wireless

NETWORK TRANSPARENCY STATEMENT

Alsat Wireless “Alsat” 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 Alsat’s other policies and practices concerning broadband are available at www.alsatwireless.com (“Alsat Website”).

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

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

A. Alsat’s Network Transparency Disclosures

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

- 1. Blocking:** Alsat does not block or discriminate against lawful content. For network protection, large malicious attacks, such as DDoS, are blocked to or from particular IP’s until the threat is removed or mitigated to prevent impacting the normal traffic flow of other subscribers.
- 2. Throttling:** Alsat does not throttle, impair or degrade lawful Internet traffic.
- 3. Affiliated Prioritization:** Alsat does not prioritize Internet traffic.
- 4. Paid Prioritization:** Alsat does not engage in paid prioritization.
- 5. Congestion Management:** Alsat monitors the connections on its network in the aggregate daily to determine the rate of utilization. If congestion emerges on the network, Alsat will review available measures to relieve congestion.

On Alsat'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.

Customers using conduct that abuses or threatens the Alsat 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.

Alsat's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented based on customers' online activities, protocols or applications. Alsat's network management practices do not contribute to any customer's aggregate data usage.

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

- 6. Application-Specific Behavior:** Except as may be provided elsewhere herein, Alsat does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Alsat.
- 7. Device Attachment Rules:** Customers may attach devices of their choosing, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or network-enabled electronics equipment. However, **customers** are responsible for ensuring that their equipment does not harm Alsat's network or impair the service of other customers. Alsat 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 Alsat'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:** Alsat 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. Alsat also deploys spam filters 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 emails identified as spam by going to our spam filter page and logging in. gate.ori.net

As its normal practice, Alsat does not block any protocols, content or traffic for purposes of network management, but Alsat 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

Alsat deploys Internet access to its subscribers through Terrestrial Fixed Wireless.

2. Network Performance

Alsat 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 Alsat's network. Alsat 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 Alsat's 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 Alsat broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade to take full advantage of the chosen Alsat broadband plan.

Upon request, Alsat tests service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed. Customers may also test their actual speeds using various speed test servers available on the Internet, and may request assistance by calling our business office at 573-564-2031, by email at support@alsatwireless.com, or by opening a support ticket at portal.alsatwireless.com.

Based on the network information Alsat receives from its monitoring efforts, Alsat's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Alsat has implemented a program of testing the performance of its network by using a test protocol like the one sanctioned by the FCC. The results below apply 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

TECHNOLOGY	ADVERTISED SPEED DOWN/UP	ACTUAL SPEED MEASURED DOWN/UP
Fixed Wireless	1.5 Mbps/.5 Mbps	1.51 Mbps/.52 Mbps
	3 Mbps/1 Mbps	3.1 Mbps/1.05 Mbps
	6 Mbps/2 Mbps	6.2 Mbps/2.1 Mbps
	10 Mbps/3 Mbps	10.24 Mbps/3.1 Mbps
	12 Mbps/2 Mbps	12.6 Mbps/2.1 Mbps
	25 Mbps/3 Mbps	26 Mbps/3.1 Mbps
	3 Mbps/3 Mbps	3.1 Mbps/3.1 Mbps
	6 Mbps/6 Mbps	6.3 Mbps/6.3 Mbps
	10 Mbps/10 Mbps	10.24 Mbps/10.24 Mbps
	12 Mbps/12 Mbps	12.6 Mbps/12.6 Mbps
	25 Mbps/25 Mbps	26 Mbps/26 Mbps
	Fixed Wireless-LTE	1.5 Mbps/.5 Mbps
3 Mbps/1 Mbps		3.07 Mbps/1.02 Mbps
6 Mbps/1 Mbps		6.14 Mbps/1.02 Mbps
10 Mbps/1 Mbps		10.24 Mbps/1.02 Mbps
12 Mbps/1 Mbps		12.28 Mbps/1.02 Mbps
25 Mbps/2 Mbps		25.60 Mbps/2.05 Mbps

*Speed and latency measurements updated 6/8/18.

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. Currently, Alsat is not offering any non-BIAS data services.

C. Commercial Terms

Pricing and additional service information may be found [here](#).

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

- [Privacy Policy](#)
- [TOS and Customer Agreement](#)
- [Acceptable Use Policy](#)
- [Open Internet Policy](#)

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

24/7 Tech Support 573-564-2031

Email at support@alsatwireless.com