

FCC Disclosures

The Federal Communications Commission (“FCC”) requires ISPs to publicly disclose certain information. Though we have information in our other posted materials, we have compiled information here that is specifically required by the FCC.

Network Management Practices

Blocking

Black Hills Broadband does not prevent, other than for reasonable network management, end user access to lawful content, applications, services, or nonharmful devices.

Throttling

Black Hills Broadband does not, other than for reasonable network management, degrade or impair access to lawful Internet traffic on the basis of content, application, service, user or use of a non-harmful device.

Affiliated Prioritization

Black Hills Broadband does not prioritize or favor any traffic over other traffic, nor does it reserve bandwidth for any traffic. Black Hills Broadband utilizes industry standard peering and CDN practices which optimize connectivity for its customers to provide the best network experience. All Internet traffic is treated equally across our network.

Paid Prioritization

Black Hills Broadband is not paid to prioritize or favor any traffic over other traffic, nor does it reserve bandwidth for any traffic in exchange for any type of consideration. Black Hills Broadband utilizes industry standard peering and CDN practices which optimize connectivity for its customers to provide the best network experience. All Internet traffic is treated equally across our network.

Congestion Management

Black Hills Broadband uses reasonable network management practices that are consistent with industry standards to manage congestion in its network.

Specific Behavior

Carrier-Grade NAT (“CGN”) customers have their traffic modified using standard NAT practices for IP address conservation. This may cause some applications (e.g., certain types of VPNs) to fail. Black Hills Broadband also rate limits the Internet Control Message Protocol (“ICMP”) to protect its infrastructure.

Device Attachment Rules

Black Hills Broadband requires devices to be compatible with IPv4, IPv6, and its Wi-Fi. Black Hills Broadband limits the number of devices that can be attached but, generally, not the type of device.

Security Management

Black Hills Broadband employs a number of practices to help prevent unwanted communications, such as spam, and protects the security of Black Hills Broadband’s customers and network. Traffic volume and flows are monitored to manage capacity, detect malicious activity (i.e., DDoS or malware), and maintain regulatory compliance. Devices may be blocked if they are found to be participating in a DDoS attack or contain malware.

Performance Characteristics

Service Description

Black Hills Broadband provides a summary of its Internet service performance, containing information about speed as well as other related topics. Black Hills Broadband provides Internet speeds of up to 1000 Mbps (1 GIG) depending on availability and the price and package you desire.

Commercial Terms

Pricing and Other Fees

Black Hills Broadband charges an installation fee for its internet products. Black Hills Broadband's Internet service may be subject to promotional rates. Additional fees, such as for non-standard installation and equipment charges, may apply. For information about pricing and fees for Black Hills Broadband's various tiers of service, please visit BlackHillsBroadband.com.

Privacy Policies

Black Hills Broadband's privacy policies regarding our collection, use, and disclosure of your personal information are explained in our Privacy Policy.

Redress Options

If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about Black Hills Broadband internet services, please contact Black Hills Broadband at info@blackhillsbroadband.com. Black Hills Broadband will review and promptly respond to all submissions.