

Open Internet Statement

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm> . All Internet service providers are required to post information regarding the following primary 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 per the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service, found at <https://blackhillsbroadband.com/TermsOfService.html>

The FCC's rules focus on four primary issues:

- 1) Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- 2) No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- 3) No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- 4) Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

To view the available services and pricing, visit our website at <https://blackhillsbroadband.com> or call our office at 605-646-9090. Speeds specified are configured as rate limits and are not in any way guaranteed. All services should be acceptable for most real time applications, provided the application bandwidth requirements do not exceed the service plan rate limits. There are many factors that affect your speed on the internet.

They include:

1. The number of users who are using a website that you might be using and the capabilities of that site.
2. If you are hardwired or using wireless to connect and, if you are wireless, the signal strength.
3. The service provider that the website uses.
4. Your device / computer and the software that is installed.
5. Viruses and Malware.
6. The number of connected devices in your home that are using our service at the same time, among other factors.

Typically you can expect that the level of service you purchase will be delivered as long as the above factors do not limit the connection. The use of your phone or TV should not affect the performance of your Internet connection under normal circumstance.

BHB / Quic Fiber is committed to providing the best service without restricting what can be done on the Internet. BHB / Quic Fiber does not block or limit any traffic that is lawful and does not violate our terms of service. Lawful network traffic is not discriminated against except in extreme circumstances where we need to manage the traffic for the benefit of all customers and ensure that critical services are delivered without interruptions. The only exception would be if you subscribe to our managed wireless service that comes with a firewall for your network that can be turned off or modified. If you would like help with this please call us at 605-646-9090.

Network management practices do not routinely entail inspection of network traffic. Network traffic may be inspected as needed by BHB / Quic Fiber personnel in the ordinary course of diagnosing and correcting network issues. Network Traffic is not routinely stored or provided to outside parties. Network traffic may be captured, stored, or shared with equipment vendors for the purpose of diagnosing and repairing issues with network equipment or performance. The BHB / Quic Fiber Privacy Policy is published online at <http://BHB.coop/privacy-policy/>.

BHB / Quic Fiber prides itself on providing quality customer service. BHB / Quic Fiber uses U.S. based, English speaking customer support for dispute resolution. BHB / Quic Fiber employs a full time technical support staff and world class Customer Relationship Management system to resolve any and all disputes. BHB / Quic Fiber works hard to have a live person available to answer all phone calls. In the event that all phone lines are in use, customers are encouraged to leave a voicemail. All phone calls, voicemails and emails to BHB / Quic Fiber support generate a support ticket and case number. For any and all disputes, a specific case and case number are generated in BHB / Quic Fiber's ticketing system.

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm> . Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

The Open Internet Rules, as adopted, and these Open Internet Principles 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, the FCC's Open Internet Rules, as adopted, and this company's Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.