



Open Internet Transparency Disclosure

The following disclosure describes the network practices, performance characteristics and commercial terms for Ben Lomand Connect and its subsidiaries pursuant to the Federal Communications Commission's Open Internet Transparency requirements.

Network Practices

I. Congestion Management and Application-Specific Behavior

Ben Lomand Connect does not block, shape, limit, or control individual internet usage except in cases of abuse mitigation. Ben Lomand Connect adheres to guidelines set forth by Congress and the FCC for network openness and interconnection. All Ben Lomand Connect consumers are able to access the lawful internet content of their choice under nondiscriminatory provisions. Ben Lomand Connect does not use traffic shaping equipment except in cases of abuse mitigation. No traffic shaping equipment is used to neither discriminate against nor preclude any legal use of other provider equipment or services.

II. Device Attachment Rules

Any standard computer or internet access device is permitted to the extent it does not cause a degradation of internet traffic within the network or to others. Ben Lomand Connect reserves the right to set additional standards and rules as warranted.

III. Security

Security measures that would monitor end user real time usage have not been adopted. It is the responsibility of the end user to monitor their usage and adopt safe practices that they deem necessary to protect any unauthorized access to their personal files and information. Ben Lomand Connect does employ internal security measures to monitor aggregate internet usage to avoid a degradation of its IP network and performance. In order to protect our customers, Ben Lomand Connect may block ports that are known to be used for DDOS/DOS, virus and other malicious activities, or to steal a user's information. We also block e-mails deemed to be SPAM or that are detected to contain a virus or other malicious code both into and out of our network.

Performance Characteristics

I. Service Description

Ben Lomand Connect Internet service is provided as a “best effort” service, and we have provisioned your service to meet the maximum speeds as advertised. However, internet usage can be affected by many variables across multiple networks, and the usage that you experience may be lower than the maximum speed it is provisioned for.

Speeds listed are “up to” a specific level based on the service to which a customer subscribes. The actual speed that a customer will experience while using the internet depends upon a variety of conditions, many of which are beyond the control of an internet service provider such as Ben Lomand Connect. These conditions include but are not limited to:

- Performance of a customer’s computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any malicious software such as but not limited to malware and viruses.
- Type of connection between a customer's computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion.
- The distance packets travel between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path.
- Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.
- The performance of the modem/router you have installed.

It is Ben Lomand Connect’s intent to provide network performance at 90% of advertised speeds, 90% of the time. You may test your actual speed at any time by going to the following link: <http://speedcheck.blomand.net> . Individual internet data services are described in additional detail in the “Internet” section of this webpage.

Performance Characteristics - Speed

Service	Technology	Advertised Speeds	Actual Speeds Average
COPPER			
5 Mbps	ADSL/VDSL	5 Mbps Download, 1 Mbps Upload*	5.15 Mbps Download 1.28 Mbps Upload
10 Mbps	ADSL/VDSL	10 Mbps Download 1 Mbps Upload*	10.06 Mbps Download 1.26 Mbps Upload
15 Mbps	ADSL/VDSL	15 Mbps Download 1 Mbps Upload*	14.88 Mbps Download 1.23 Mbps Upload
FIBER			
50 Mbps	Fiber to the Home	50 Mbps Download 10 Mbps Upload	49.76 Mbps Download 10.31 Mbps Upload
100 Mbps	Fiber to the Home	100 Mbps Download 20 Mbps Upload	100.05 Mbps Download 19.88 Mbps Upload
100 Mbps	Fiber to the Home	100 Mbps Download 100 Mbps Upload	99.72 Mbps Download 95.16 Mbps Upload
1000 Mbps	Fiber to the Home	1000 Mbps Download** 100 Mbps Upload	817.36 Mbps Download** 95.09 Mbps Upload
1000 Mbps	Fiber to the Home	1000 Mbps Download** 1000 Mbps Upload	819.41 Mbps Download** 760.67 Mbps Upload

Performance Characteristics – Latency /Packet Loss

Service	Technology	Advertised Speeds	Expected Latency	Actual Average Latency	Expected Packet Loss	Actual Average Packet Loss
COPPER						
5 Mbps	ADSL/VDSL	5 Mbps Download 1 Mbps Upload	50 ms	29 ms	1% or less	Less than 1%
10 Mbps	ADSL/VDSL	10 Mbps Download 1 Mbps Upload	50 ms	29.33 ms	1% or less	Less than 1%
15 Mbps	ADSL/VDSL	15 Mbps Download 1 Mbps Upload	50 ms	28.67 ms	1% or less	Less than 1%
FIBER						
50 Mbps	Fiber to the Home	50 Mbps Download 10 Mbps Upload	20 ms	10.67 ms	1% or less	Less than 1%
100 Mbps	Fiber to the Home	100 Mbps Download 20 Mbps Upload	20 ms	10.01 ms	1% or less	Less than 1%
100 Mbps	Fiber to the Home	100 Mbps Download 100 Mbps Upload	20 ms	8.67 ms	1% or less	Less than 1%
1000 Mbps	Fiber to the Home	1000 Mbps Download 100 Mbps Upload	20 ms	6.33 ms	1% or less	Less than 1%
1000 Mbps	Fiber to the Home	1000 Mbps Download 1000 Mbps Upload	20 ms	6.21 ms	1% or less	Less than 1%

* Requires ANNEX M for ADSL lines

** Please note that many speed check servers do not provide accurate results when speeds approach 1 gig (1000 Mbps)

*** Throughput and Latency measurements are an average of readings taken from one on-network and two off-network Ookla speed check servers.

II. Impact of Specialized Services

Ben Lomand Connect does offer specialized services such as VOIP and IPTV. BLTV is provided over the same broadband connection as the high-speed internet connection. We set BLTV IPTV streams with a higher priority than best effort internet traffic within the core and last mile connection to maintain a consistent and high quality video service. We do not change the priority of any other internet based service either negatively or positively.

Commercial Terms

I. Pricing

Individual internet data service pricing is listed in the “Bundles” and “Internet” sections of this website. A one-time \$10.00 membership fee is required to initiate new service for Cooperative customers and Telephone service is required to subscribe to Internet service. In some cases, a security deposit for new service may also be required. There is a \$99.00 installation fee for Internet service, which is waived with a 24-month contract. If service is discontinued before the contract end date, there is an early termination fee of \$99.00.

A modem is required for Internet service. Customers may provide their own modem or purchase one from Ben Lomand Connect. Modems available for purchase from Ben Lomand Connect are listed at: <http://www.benlomandconnect.com/internet/internet-resources/equipment>. Modems purchased from Ben Lomand Connect have a one year warranty from the date of purchase. Phone and electrical surge protectors are strongly suggested.

II. Privacy Policies

Ben Lomand Connect does not share any internet usage information with any outside agency, including copyright holders or their agents as relates to the DMCA, or for other law enforcement or national security needs; unless requested by court subpoena or other lawful means.

III. Redress Options

You may call Customer Service or our Customer Response Center at 1-931-668-4131 if you have any questions or difficulties with your Ben Lomand Connect service.