

Open Internet Disclosure Statement

JAN 2020 updated

The Federal Communications Commission (“FCC”) requires that we provide you with the following information regarding Cable Services, Inc. (CSI) mass market retail broadband Internet access services, including information regarding any network management practices that CSI employs, the performance characteristics of our services, and the commercial terms of our service offerings. The disclosure is intended to provide current and prospective subscribers (“end users”) and providers of “edge” products (i.e., providers of content, applications, service and devices accessed over or connected to CSI’s broadband Internet access service) with sufficient information to make informed choices regarding the use of such services.

The information provided below applies solely to the portion of our network that provides mass market retail broadband Internet access service. Other portions of our network may be used to provide other services, such as cable TV or other services, each of which are subject to their own terms and conditions of service. In addition, CSI may enter into arrangements to provide Internet service to third party establishments (including coffee shops, bookstores, hotels, motels, libraries, etc.) who then may offer such service to their customers, guests, or others.

Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by such third party premises operators in connection with their provision of Internet service to others.

The information provided herein may be revised from time to time as CSI deems appropriate and should be read in conjunction with CSI’s Residential Subscriber Agreement and associated Service-specific addenda; Customer Privacy Notice; Acceptable Use Policy and other policies and practices as published on the CSI website at www.CSiCable.com/form.php

In order to keep the Internet free and open to consumers accessing lawful content, CSI does not block, throttle or allow prioritization (affiliated or paid) Internet traffic. CSI does employ reasonable network management practices, as outlined below, to ensure the network is not negatively affected.

NETWORK PRACTICES

Congestion Management. CSI currently offers three levels of Residential Broadband Access. These levels are:

- 25 Megabits per second (Mbps) downstream by 3.0 Mbps upstream
- 50 Mbps downstream by 3.5 Mbps upstream
- 100 Mbps downstream by 7.5 Mbps upstream
- We do have a grandfathered Email Lite service that is 2 Mbps downstream and .5 Mbps upstream that is being phased out during 2020.

CSI does not adjust or manage an individual end user's use of their capacity, but the actual use by an end user can affect the user experience. Downstream refers to the information coming to you from the network and upstream refers to the information going from you to the network. End user experience can be negatively impacted when the end user attempts to run too many tasks simultaneously or by running individual tasks that utilize 100% of the end user's upstream capacity. For example, uploading large files to cloud-based back up servers may occupy 100% of the end user's upstream capacity. This could preclude the end user from running other network-related tasks while the file is uploading.

The CSI network, as a whole, is shared among its users and has a set capacity for downstream and upstream communication. While CSI will not manage an individual end user's capacity, CSI may take action to manage the capacity of the entire network or part of the network if an end user's actions unreasonably impact the ability of others to use the network. For example, CSI may employ reasonable network management practices to protect against security or denial of service attacks that can negatively affect our network and may cause service

degradation. End users can minimize the possibility of these problems by maintaining an up-to-date anti-virus program on their computer and following common sense practices like avoiding unsolicited attachments from unknown parties.

CSI wants all end users and edge providers to be able to use the network for all legal purposes at all times. Toward this end, CSI employs reasonable network management practices to ensure that no single application uses more than 35% of total network capacity. This practice is employed to avoid a single application from overwhelming the network and rendering some end users unable to use the application of their choice or reach the edge provider of their choice. If/when a single application exceeds 35% of total network capacity CSI monitors that application and may restrict the bandwidth, so as not to overwhelm the network.

Usage Limits. CSI reserves the right to manage network usage to ensure that the activities of a small number of customers do not degrade, inhibit or interfere with the use of our network. The goal is to ensure that all users have reasonable access to the network at all times. CSI does not currently enforce specific limitations on the amount of Internet data utilized by its customers through data caps or usage-based billing.

Application Specific Behavior. CSI does not discriminate against or prevent users of its broadband Internet access service from accessing lawful content or services; running lawful applications and services of their choice; or connecting their choice of legal devices, so long as such applications, services and/or devices do not harm the network or the provision of broadband Internet access service, facilitate theft of service, or harm users of the service. Moreover, CSI does not impair or degrade specific content, applications, services or non-harmful devices so as to render them effectively unusable, subject to any reasonable network management practices described herein.

CSI reserves the right to employ reasonable network management practices to prevent specific harmful or illegal activity, such as the dissemination of viruses or other malicious code or the transfer of child pornography or other unlawful content.

Device Attachment Rules. Customers may utilize approved modems available for rent from CSI or choose to purchase an approved model from a retailer or CSI. CSI requires customers to use modems to connect to its network that are compatible with CSI's equipment and services and do not pose the risk of harm to the network. The modem must be a tested and certified 3.0 compliant modem. Information regarding compliant modems may be found at www.csicable.com/Int-UserGuide.php . As technology changes, CSI reserves the right to update our list of approved models and require the customer to replace a previously-approved modem model that is no longer compatible. We will give notice when your customer owned modem is reaching End-Of-Life.

Security. CSI employs certain practices to ensure the security of our customers and our right to protect our network. These include practices intended to protect CSI servers and routers against Denial of Service attacks and to prevent harmful elements such as viruses, spam and identity theft.

To that end, CSI blocks a limited number of ports that are commonly used to send spam, perpetrate identity theft or launch attacks on the network. The list will vary from time-to-time as we respond to DDOS and Virus attacks. Current blocked ports include:

udp 19	Trojan and Character Generator
udp 1900	Unsafe Universal PnP
udp 135	Virus
tcp 138	Virus
tcp 139	Virus
tcp/udp 445	Win 2k File Sharing
udp 593	DDOS
tcp/udp 13155	Trinoo Flood Attack
tcp/udp 27765	Trinoo Flood Attack
tcp/udp 25532	Trinoo Flood Attack
tcp/udp 1433 1434	Slammer MS SQL
tcp/udp 3127 3198	Virus MYDOOM

tcp/udp 1349	BackOrifice Trojan
tcp/udp 54320 54321	BackOrifice Trojan
tcp 5554	Sasser
udp 8998	SoBig Virus Attack
tcp 707	Nacki Attack
tcp 4444	Blaster Worm

PERFORMANCE CHARACTERISTICS

Service Description. CSI offers their residential customers a variety of levels of broadband Internet access service tiers with varying targeted speeds and features that may affect the suitability of such service for real-time applications. The features, pricing and other commercial terms of our service offerings are modified from time to time, and not all packages are available in all areas. Each package is priced to reflect the particular speed and features of that package. Full descriptions and pricing information for all currently available packages are available at: www.csicable.com/Int-Hi.php

The FCC requires that we disclose information regarding the expected and actual speed and latency of our Internet access service offerings. Latency measures the average time it takes for a data packet to travel from one point on a network to another. It is typically measured by round-trip time utilizing milliseconds. While latency generally does not have a significant impact on day-to-day Internet usage, certain applications may be particularly affected by latency, such as high-definition multiplayer online games.

Our advertised speeds are estimates that CSI targets to achieve for its customers. CSI cannot guarantee that a customer will achieve those speeds at all times. The actual speeds achieved by customers may vary based on a number of factors, including but not limited to: (a) the performance and capabilities of customer's computer; (b) the connection between a customer's computer and modem, such as the use of wireless routers; (c) variances in network usage; (d) the distance a

packet of information must travel from the customer's computer to its final destination on the Internet; (e) congestion or variable performance at a particular website or destination; or (f) performance characteristics of transmissions over the Internet that are outside of CSI's control.

There are a number of available tools online that customers may utilize to measure Internet performance. One of the available tools is operated by Midco – Fargo, and is available at www.csinewsnow.com/?page_id=8396 . This tests our network from your modem to our Network Center, and then 90 miles to Fargo.

Please note that all speed tests have biases and flaws and should be considered a guide rather than a conclusive measurement of performance. Tests should be performed through an ethernet connection with all other devices off or idle. Testing thru a wireless router injects other in-home issues, such as wireless congestion in apartment buildings where multiple routers are operating on same channel. The following test results for the following service tiers:

Test Date: Jan 202

25 Mbps download x 3.5 Mbps upload

Downstream: 26.55 Mbps

Upstream: 3.42 Mbps

Latency: 19ms

50 Mbps download x 3.5 Mbps upload

Downstream: 52.15 Mbps

Upstream: 3.93 Mbps

Latency: 14ms

100 Mbps download x 7.5 Mbps upload

Downstream: 103.91 Mbps

Upstream: 8.32 Mbps

Latency: 11ms

Impact of Specialized Services. The FCC's "Open Internet" rules distinguish between our mass market retail broadband Internet access and "specialized services" that share capacity with our broadband Internet access services over our last-mile facilities. Use of these services, which are not subject to the same rules as our broadband Internet access services, share bandwidth with our Internet access service and because of the nature of the service may sometimes receive priority on our network. As a result, increased use of these services may affect our broadband Internet access service at certain times.

CSI monitors the impact of these services on our network to minimize their impact on our broadband Internet access service.

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TERMS

Pricing. CSI offers multiple tiers of broadband Internet access service. The current pricing and other terms and conditions of the various tiers, can be found at: www.csicable.com/Int-Hi.php or by calling our office.

Privacy Policy. CSI values the privacy of our customers. The personal information that you provide to CSI is governed by our Privacy Policy available at www.csicable.com/forms.php, which is subject to change from time to time.

Redress Options. If you have any questions or concerns regarding your service, please contact our customer service department. Customers may also email us at info2@CSiCable.Net

Written complaints may be sent via U.S. mail to: CSI, PO Box 608, Jamestown, ND 58402-0608. The FCC has established procedures for addressing informal and formal complaints relating to its "Open Internet" rules. For information concerning these procedures, please refer to the FCC's website at www.fcc.gov/guides/getting-broadband.