



## OPEN INTERNET POLICY

SCTC/PTC/SCS (hereafter referred to as "COMPANY") adopts this Open Internet Policy to promote the Internet as an open platform enabling customer choice, freedom of expression, end-user control, competition, and the freedom to innovate without permission.

No Unreasonable Discrimination: COMPANY does not unreasonably discriminate in transmitting lawful network traffic over a customer's broadband Internet access service, subject to reasonable network management. Reasonable network management practices are set out below.

COMPANY does not:

- Discriminate among specific uses, or class of uses, of its network
- Impair, degrade or delay VoIP applications or services that compete with its voice services or those of its affiliates
- Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services or non-harmful devices
- Impair free expression by actions such as slowing traffic from particular web sites or blogs
- Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic
- Prioritize its own application, services or devices or those of its affiliates

No Blocking: COMPANY does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Network management practices are set forth below.

## NETWORK MANAGEMENT PRACTICES

General: COMPANY manages its network to provide the best service possible to its customers. COMPANY cannot guarantee that it can prevent spam, viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to customers.

Congestion: COMPANY has not experienced substantial problems with congestion. However, it may be possible that there are congestion events that may occur in the future, particularly as it may be related to the service capacity from third parties used by COMPANY to provide the customer with access to the world. Such service capacity is outside the control of COMPANY.

Where feasible, COMPANY will address congestion issues through improvements to its network or the capacity purchased from other providers needed to connect to the outside world. Such processes take time to implement and may not be feasible in all situations. Therefore, COMPANY reserves the right to monitor and identify which customer accounts are using the greatest amount of bandwidth during periods of heavy congestion and to work to provide solutions to address those issues. If a preferred solution cannot be worked out with the customer or customers, COMPANY reserves the right to manage the Internet traffic of high volume customers during periods of significant congestion. This means that the affected customers will still be able to access the Internet and engage in activities that they desire, but during certain periods of time they may experience conditions such as longer times to download or upload files, slower access and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

Use of Network: In no case will COMPANY discriminate among customers on the basis of the type of content, applications, services or devices which the customer uses.

Applications: Customers may use any lawful and commercially available application which they desire. COMPANY does not normally monitor the contents of the traffic or applications of the customers and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer. COMPANY will only take

steps regarding an application-specific behavior by a customer if there is a reasonable belief that the application will cause harm to COMPANY's network or the application is not unlawful.

Devices: A customer may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by COMPANY, as long as such device does not harm the network and is not unlawful.

Other Matters: Other terms and conditions for use are found in COMPANY's Internet Service Agreement at [www.wvi.com/signup/services\\_broadband\\_signup\\_local.php](http://www.wvi.com/signup/services_broadband_signup_local.php). In the case of an inconsistency, the more specific terms of the Internet Service Agreement will control.

## PERFORMANCE CHARACTERISTICS

The pricing and levels available for the service provided by COMPANY can be found at [www.sctcweb.com/WVI/services\\_broadband.php](http://www.sctcweb.com/WVI/services_broadband.php). The service provided is either a fiber to the home or DSL type of service consisting of fiber optic and copper digital facilities. Expected access speeds in the DSL portions of the network range from 1.5 Mbps to 6 Mbps, depending on the actual lengths of the respective fiber trunks and copper lines. The expected access speeds in the fiber to the home portion of the network range from 1.5 Mbps to 50 Mbps, depending on the electronics installed.

Actual access speeds and delay times or latency are impacted by the length, capacity and congestion of transport facilities purchased by COMPANY from third party providers. COMPANY cannot guarantee that it will be able to obtain capacity from these third party providers at commercially reasonable prices if and when additional third party capacity is needed to reach Internet nodes.

COMPANY's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services. This is a growing area and its effect on COMPANY's ability to provide service at the speeds listed above is unknown at this time.

## PRIVACY

COMPANY's privacy policy can be found at [www.sctcweb.com/WVI/legal\\_WVI.php](http://www.sctcweb.com/WVI/legal_WVI.php). As a general statement, COMPANY does not usually entail inspection of network traffic. COMPANY does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. COMPANY does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act and other applicable national and state security and criminal statutes.

COMPANY DOES NOT COLLECT, STORE OR USE TRAFFIC INFORMATION TO PROFILE ITS CUSTOMERS IN ORDER TO SELL ADDITIONAL SERVICES TO THEM OR FOR NON-NETWORK MANAGEMENT PURPOSES.

## COMPLAINTS

If a customer has complaints about the service, they are urged to contact Customer Service at 503 769-2121 or email [info@wvi.com](mailto:info@wvi.com). A customer always has the right to file a complaint with the Federal Communications Commission at [www.fcc.gov](http://www.fcc.gov).

## RESERVATION OF RIGHTS/AMENDMENTS

In the event of any conflict between material found on other links on COMPANY's web site and this Open Internet Policy, the more specific terms at the other links shall control.

COMPANY may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of such changes will be posted on this web site. However, individual notice to customers, content providers, application providers, service providers or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty day basis. However, COMPANY reserves the right to use a shorter notice period when circumstances so warrant.