# REBB Net Neutrality Disclosure

## Open Internet Transparency Disclosure

The following disclosure describes the network practices, performance characteristics and commercial terms for Roggen Enterprises Broadband LLC (REBB) pursuant to the Federal Communications Commission's Open Internet Transparency requirements in 47C.F.R §8.3.

### Network Practices

- *Blocking*:

  REBB does not engage in any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices, including a description of what is blocked.

- *Throttling*:

  REBB does not engage in any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

- *Affiliated Prioritization*:

  REBB does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

- *Paid Prioritization*:

  REBB does not engage in any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

- *Congestion Management*:

  Network congestion is constantly monitored and equipment is upgraded to proactively prevent network congestion.

- *Application-Specific Behavior*:

  REBB only filters out random internet junk traffic and broadcasts that cannot possibly be destined for device or customer on the REBB broadband system. In addition, customer's connections that are connected to a virus infected device are also filtered out or temporarily disabled to prevent the potential for infecting others. Hosting and Email services for servers are allowed to pass uninhibited but reverse IP addressing and/or DNS entries are not available to customers.

- *Device Attachment Rules*:

  REBB provides one Ethernet connection with one private address. A public IP address is available upon request for no additional charge. Any legal device may be connected to the Ethernet connection so long as it does not cause damage to the REBB broadband system or any other REBB customer's connection or equipment.

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- *Security*:

  Each packet of data transmitted and received on the REBB system must pass a series of verification checks before being allowed to pass through the system. The wireless portion of the connection is encrypted and uses multiple proprietary standards unique to our equipment to prevent unauthorized use and malicious activity.

## Performance Characteristics

- *Service Description*:

  REBB provides the three levels of service listed below to fit the individual needs of its customers. Broadband services are provided over a combination of fiber optics as well as licensed and unlicensed bi-directional fixed point wireless systems. All bandwidth and latency data below was collected using www.Speedtest.net and www.Pingtest.net. Note: Latency, although consistent, is mostly dictated by the distance and obstruction of the line of site to your area REBB tower from your antenna.

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| Service Description | Technology | Advertised Speeds | Actual Speeds | Expected Latency | Actual Latency | Applications |
|---|---|---|---|---|---|---|
| *4Mbps* | *Symmetrical Point to Point Wireless* | *4Mbps downstream / 4Mbps upstream* | *4Mbps downstream / 4Mbps upstream* | *10-250ms* | *10-250ms* | *Email, Web Browsing, Music Streaming, Social Media, Standard Definition Video Streaming, IP Voice* |
| *6Mbps* | *Symmetrical Point to Point Wireless* | *6Mbps downstream / 6Mbps upstream* | *6Mbps downstream / 6Mbps upstream* | *10-250ms* | *10-250ms* | *All applications listed above plus: Video Calling, Multiplayer Online Gaming* |
| *8Mbps* | *Symmetrical Point to Point Wireless* | *8Mbps downstream / 8Mbps upstream* | *8Mbps downstream / 8Mbps upstream* | *10-250ms* | *10-250ms* | *All applications listed above plus: High Definition Video Streaming* |

**Commercial Terms**

- *Pricing*:

  Basic Installation for $115 for all packages with a 1 year contract.

  4Mbps Symmetrical for $35/mo.

  6Mbps Symmetrical for $50/mo.

  8Mbps Symmetrical for $99/mo.

- *Privacy Policies*:

  Network management practices entail inspection of network traffic to find and prevent the spread of viruses, during which time no traffic information is permanently stored, provided to third parties, or used by REBB for non-network management purposes. Please review our Privacy Policy for further details.

- *Redress Options*:

  All issues or concerns may be sent to REBB Support at support@rtebb.net. If any system or network abuse is suspected please notify our Abuse Team at abuse@rtebb.net. Billing questions and all other matters may be sent to roggen@rtebb.net or you are welcome to call us during business hours (8am-4:30pm, M-F except holidays) at 303-849-5260.