



## Rebeltec Communications LLC

### Open Internet Statement

The Federal Communications Commission issued rules to preserve the internet as an open platform. The original rules went into effect on November 20, 2011. The Open Internet Rules have since been revised, and the revisions were adopted on February 26, 2015. The new rules went into effect on June 12, 2015 and can be found at the [FCC Open Internet](#) Webpage.

All Internet Service Providers are required to post information regarding various 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 in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service and our Terms and Conditions Agreement.

#### **FCC's rules focus on three main areas....**

\*No Blocking: Broadband providers may not block access to legal content, applications, services, or non-harmful devices.

\*No Throttling: Broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.

\*No Paid Prioritization: Broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind – in other words, no “fast lanes.” This rule also bans ISPs from prioritizing content and services of their affiliates.

#### **Network Practices**

##### **ISPs must disclose their network practices, specifically in the four general areas listed below...**

ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management.

An ISP may not block consumers from accessing lawful websites, subject to reasonable network management; nor shall the ISP block applications that compete with the providers voice or video telephone services, subject to reasonable network management.

ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination.

The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

#### **Congestion Management**

Rebeltec Communications LLC (Rebeltec) does not employ specific network congestion management practices. Rebeltec does not have automatic systems that make changes to network routing or individual customer bandwidth and/or latency based on network congestion. All traffic is carried equally on a 'best efforts' basis.

Rebeltec reserves the right to temporarily block or throttle Internet traffic to customers who do not meet our [Acceptable Use Policy](#). In the event of a denial of service attack or other attacks against infrastructure Rebeltec may black-hole or block specific regions of the network as needed to maintain the best connectivity for the network as a whole.

Rebeltec currently does not utilize data caps in its service plans.

#### **Applications-Specific Behavior**

Rebeltec does not block or rate control specific protocols or ports with the following exceptions: Ports 443, 12000-12010, 10001, 8080, 1900, 1720, and 7547.

#### **Device Attachment Rules**

Rebeltec's customer hand off is a standard 10/100Mb 10/100/1000Mb Ethernet connection. This may be connected to a customer's computer or router. Devices from the customers network, must not send the following types of traffic to Rebeltec; Spanning Tree (STP), Rapid Spanning Tree (RSTP), Open Shortest Path First (OSPF), Routing Information Protocol (RIP), Border Gateway Protocol (BGP), and Dynamic Host Configuration Protocol (DHCP). Rebeltec will take steps to block such traffic which may include disabling the customer's connection.

## **Security**

Rebeltec employs industry standard methods to protect the privacy of its end users and network infrastructure.

## **Service Disruption**

### **Fixed Wireless**

Rebeltec provides fixed wireless internet service using professionally installed equipment and unlicensed spectrum. Expected access to speed is at or better than specified per package that we offer.

### **Bandwidth**

Speeds specified are configured as rate limits and are not in any way guaranteed. Latency from our customers to our network borders is expected to be 50ms or less, but is not guaranteed. All services should be acceptable for most real time applications provided the application bandwidth requirements do not exceed the service plan rate limits.

## **Privacy Policies**

Network management policies do not normally entail inspection of network traffic. Network traffic may be inspected as needed by Rebeltec personnel to aid in 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.

## **Customer Service**

Rebeltec prides itself in our customer service and taking care of our customers needs. We feel that's why we've been in business so long. Quality care and service. Our customers are the backbone of our business. We do not monitor customer accounts or internet usage so there is no way for us to know if your service is not working properly, so it's imperative that you contact us for troubleshooting to resolve any issues you might have. Our office is open Monday-Friday from 9:00 am to 5:30 pm and customer support can be reached at 719-767-8902 during those same hours. If you contact our office and happen to get our voicemail, please leave your name and number and message so that someone can return your call as soon as possible.

## **FCC Notice**

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 concerns via the FCC Website. Customers may also file a formal concern at the FCC using Part 76 of the Commission's rules.