

West River Telecom Network Management Practices Policy

Pursuant to the Federal Communications Commission's Restoring Internet Freedom Declaratory Rules, Report and Order the West River Telecom (WRT)'s policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that WRT's current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by WRT, and the extent WRT's network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of WRT's customers, WRT utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that WRT reasonably manages its network to promote the use and enjoyment of the Internet by all of WRT's customers. By engaging in reasonable and responsible network management, WRT uses its best efforts to deter its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Provider are consistent with industry standards.

Congestion Management

WRT does not employ any congestion management tools, practices and/or software on network traffic.

Application-Specific Behavior

WRT does not make use of any application-specific network management practices. WRT does not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications.

Device Attachment Rules

In order for a device to be approved for use on the WRT's network, the device must conform to publicly available industry standards and be non-harmful to WRT's network.

Security

WRT offers its customers unrestricted access to content, services, and applications available on the Internet.

WRT may block malicious traffic, such as DDoS attacks, from entering our network to prevent the attacks from affecting our customer internet experience.

The security measures employed by WRT to prevent the spread of viruses, malware, spam, harmful and unwanted content or other threats to consumers do not prevent end-users from running any applications.

Performance Characteristics

WRT offers broadband Internet access service via Ethernet.

The technology utilized to provide broadband Internet access service to an individual customer will be dependent upon the customer's address.

The advertised speed of WRT's Internet service is the maximum speed achievable with the technology utilized by WRT. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of WRT's Internet service offerings, including, but not limited to: the service package to which customer subscribes, the distance of the consumer's home or office from WRT's central office (*i.e.*, the further away the customer is from the central office, the slower the broadband speed). The end user's computer, modem, router, activity during peak usage periods or other Internet traffic may also affect the customer experience.

For information regarding upload and download speeds please call 701-748-2211 to speak with a customer service representative.

Internal testing is verified by modem to modem speed in our central office.

The actual speeds achieved with WRT's Internet service offering make WRT Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP").

Commercial Terms

Pricing

In order to meet the usage and budgetary needs of all of our customers, WRT offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives. To get WRT's current promotions and pricing on broadband Internet access service, please call 701-748-2211 to speak with a customer service representative.

Early Termination Fees

If a customer received a promotional offer and disconnects prior to meeting the terms of the promotion, the customer may be responsible to pay a penalty.

Usage-Based Fees

WRT's residential Internet service is priced on a flat-fee basis (plus taxes). WRT may charge end user a usage based fee for business internet service.

Privacy Policy

WRT affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, WRT reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and WRT's Internet access service through reasonable network management practices.

WRT may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. WRT may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other

network resources customer is using in connections with uploading, downloading or streaming data to and from the Internet.

Network traffic, activity, performance information, and equipment information monitored or collected by WRT is done so for the sole purpose of reasonable network management purposes.

WRT is required to comply with relevant laws, regulations and governmental requests. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if WRT determines, in its sole discretion, that such a disclosure is necessary or required. WRT may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. WRT may also disclose this information in connection with the sale of our business.

WRT's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding WRT's network management practices are encouraged to contact WRT for issue resolution.

Contact Us

If you have any questions regarding WRT's Network Management Practices Policy or would like to file a complaint with WRT regarding its network management practices, please contact WRT at:

West River Telecom
Attn: Jody Murschel
101 Main St W
701-748-2211
701-748-6800 (fax)
WRT@westriv.com
www.westriv.com

Further, if you believe that WRT is in violation of the FCC's Restoring Internet Freedom Declaratory Rules, you may file either an informal or formal complaint with the FCC.

<http://esupport.fcc.gov/complaints.htm>

Additional Disclaimers

The FCC's Restoring Internet Freedom Declaratory Rules as adopted, and WRT's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the FCC's Restoring Internet Freedom Declaratory Rules, as adopted, and WRT's Network Management Practices Policy do not prohibit WRT from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review WRT's Acceptable Internet Use Policy/Subscriber Agreement at: <http://www.westriv.com/wp-content/uploads/2016/02/Internet-Policy.pdf>