Montana Internet Corporation
Open Internet Disclosure Statement

Effective date of disclosure is January 01, 2019.

This document provides information about the network management practices, performance characteristics, and commercial terms applicable to the broadband Internet access services provided to consumers by Montana Internet Corporation ("Montana Internet") consistent with the Federal Communications Commission ("FCC")'s transparency rule 47 CFR § 8.1(a). Montana Internet's filer registration number (FRN) with the FCC is 0011562717. Montana Internet provides broadband Internet access service utilizing terrestrial fixed wireless, and fiber optic service. This document covers the provisioning of those services to retail customers.

Montana Internet maintains an open Internet for its customers, and with this principle in mind, this document summarizes Montana Internet's network management practices, performance characteristics, and commercial terms of the broadband Internet access services that it offers to its customers. Nothing in this document changes your rights and obligations, or Montana Internet's rights and obligations, under the terms of service associated with the applicable Montana Internet products and services you subscribe to or Montana Internet's Acceptable Use Policy or Privacy Policy. This document and the information contained in it are provided for informational purposes only and may be changed at any time, without notice.

NETWORK MANAGEMENT PRACTICES

Montana Internet manages its network with the goal of delivering the best possible broadband Internet experience to all Montana Internet customers. High-speed bandwidth and network resources are not unlimited and are particularly costly to deploy in the less densely populated rural areas that characterize much of Montana Internet's fixed-wireless service area. The Internet services provided to customers by Montana Internet is obtained through several large Internet access carriers providing wholesale Internet transport services to broadband providers such as Montana Internet. As a result, many of Montana Internet's network management practices and the performance characteristics described in this document may be directed, implemented and monitored by Montana Internet's wholesale Internet access carriers for the maintenance and protection of their own respective networks. References in this document to Montana Internet's actions and policies necessarily include the actions and policies of Montana Internet's underlying carriers for Internet access services using their networks, which Montana Internet and the customers must follow and be subject to in their usage of Montana Internet's Internet services. Accordingly, any reference to Montana Internet below may include upstream Internet access carriers providing services to Montana Internet that Montana Internet incorporates into its offering to its customers.

Protecting and managing the network is essential to promote the use and enjoyment of the Internet by all of Montana Internet's customers. Montana Internet reserves the right to employ reasonable tailored Internet Protocol ("IP") network management practices that are consistent with industry standards for such networks. Such practices would ensure that all customers and application providers have access to a fair share of Montana Internet's network while not unreasonably discriminating in transmitting lawful broadband traffic. Montana Internet and its service providers also try to use tools and technologies that are minimally intrusive but may cause a complete outage for a customer if the customer's IP address is determined to be under attack. Just as the Internet continues to change and evolve, so too will Montana Internet's network management practices adapt to address the challenges and threats on the Internet. By engaging in reasonable and responsible network management, Montana Internet can enhance its delivery of the best possible broadband Internet experience to all its customers.

Blocking. So long as traffic is not determined to be, or likely to be, malicious or harmful to its network, Montana Internet does not block certain applications or classes of applications sourced from, or destined to, the public Internet. Rather, Montana Internet strives to provide the best customer experience for all types of applications. Montana Internet and its carriers operate service operations centers that monitor the network for abuse and fraud. When Montana Internet determines either by automated or manual means, the presence of suspicious, malicious, criminal, or abusive traffic, or other activity that violates Montana Internet's Acceptable Use Policy, Montana Internet may (and likely will) temporarily block access from or to its network to protect the security and availability of its network and service to its other customers. This measure may be triggered by, among other conditions, a denial-of-service ("DDoS") attack or by Montana Internet (or its carriers) detecting an unusual amount of traffic that may be related to computers suspected to be infected with malicious software. If a customer believes that Montana Internet is blocking such traffic in error, the customer should contact Montana Internet's customer support at (406) 443-3347 or support@mt.net.

Throttling. Montana Internet does not engage in throttling of Internet services except for in aggregate for all traffic destined to a given customer in accordance with the speed package selected. Common speed package and throttling rules are listed below.

<u>Terrestrial Fixed Wireless</u>

Basic	2 Mbps Download	2 Mbps Upload
Turbo	8 Mbps Download	2 Mbps Upload
X-stream	16 Mbps Download	4 Mbps Upload
Ultimate	25 Mbps Download	5 Mbps Upload

<u>Fiber Optic</u>

Turbo	60 Mbps Download	60 Mbps Upload
Flux	100 Mbps Download	100 Mbps Upload
Ultimate	300 Mbps Download	300 Mbps Upload
Ultimate Plus	500 Mbps Download	500 Mbps Upload
Gigabit	1000 Mbps Download	1000 Mbps Upload

Affiliated Prioritization. Montana Internet does not engage in affiliated prioritization.

Paid Prioritization. Montana Internet does not engage in paid prioritization.

Congestion Management. Congestion management of Internet services will occur for very basic reasons. All Internet traffic is considered "best effort" and is therefore subject to congestion management processes by Montana Internet, its carriers and their peer Internet service providers. Internet Service Providers such as Montana Internet use a combination of buffering, "first in first out" tools, multiple upstream connections, and monitoring and pro-active upgrades of upstream connections to accomplish the goal of lessening the impact caused by network congestion. Selection of traffic to delay during times of congestion will be completely random and all customer traffic attempting to access resources located behind the point of congestion, regardless of their bandwidth usage or network application, will be equally subject to the same factors of randomization. Customer traffic is congestion-managed not based on the applications or content being used but based on current network conditions.

Application-Specific Behavior. Montana Internet does not prevent users of its service from sending and receiving the lawful content of their choice; running lawful applications and using lawful services of their choice; or connecting their choice of legal devices (subject to the discussion below), provided that such applications and services do not harm the network or the provision of broadband Internet access services, facilitate theft of service, or harm other users of the service. Similarly, Montana Internet does not impair or degrade content, applications, services, or non-harmful devices.

The broadband marketplace is dynamic and constantly changing. While this document is intended to be thorough and current, Montana Internet expects to continue evaluating its approach to network management in response to changes in technology and Internet usage, and it reserves the right to adopt new or different network management practices.

Device Attachment Rules. Montana Internet permits its customers to attach any device to its network, so long as the device's usage does not harm Montana Internet's network. Not all such devices, however, may be technically compatible with Montana Internet's network. The technical compatibility of a device will vary depending on the broadband Internet access service to which it is being attached.

Security. Montana Internet actively seeks to address the threats posed by harmful and unwanted traffic and thus to protect the security, integrity, and availability of its network and its customers. Malicious software (often referred to as "malware") such as viruses, worms, spyware, and distributed denial of service ("DDoS") attacks not only can adversely affect the network, but also can result in harm to customers' computers and the quality of the service they receive, compromise their data, and harm third parties as well. Unwanted communications such as spam can lead to similar problems.

Montana Internet encourages its customers to protect themselves from malicious Internet content utilizing a wide variety of commercially-available tools such as anti-virus, firewalls, and anti-malware tools. It is the customer's responsibility to initiate and maintain safeguards as to the customer's services and equipment, including adequate and secure passwords, updated operating system and application software, and updated anti-virus, firewall, and anti-malware software and other protections for the customer's equipment applicable to the services.

As discussed in Blocking, Montana Internet may employ certain practices on a case-by-case and as-needed basis to protect its network and its customers against DDoS attacks. These practices could be triggered if Montana Internet detects traffic levels that significantly exceed certain baselines; the applicable thresholds are not disclosed here, in order to ensure that these security practices remain effective and cannot be deliberately circumvented. Further, in accordance with common industry practices (and in response to demonstrated harms), Montana Internet may on occasion and for limited periods of time inhibit certain Internet ports or IP address ranges (often correlated to specific geographic regions) that are commonly misused to harm networks, although this in no way is intended to prevent any

Montana Internet customer or broadband Internet access user from accessing lawful Internet content. If a customer believes that Montana Internet is blocking such traffic in error, the customer should contact Montana Internet's customer support at (406) 443-3347 or support@mt.net.

PERFORMANCE CHARACTERISTICS

Service Description. Montana Internet offers Internet services to consumers primarily through terrestrial fixed wireless or fiber optic facilities. Both services are subject to availability which is geographically limited. These offerings provide several asymmetric and sometimes symmetrical speed profiles. Common speed profiles are listed above in the Throttling section.

As detailed more specifically below, speeds are dependent upon many factors including specific technology deployed for a customer connection. For example, terrestrial fixed wireless speeds can be impacted by wireless interference that may or may not be within Montana Internet's control to identify and resolve. Additionally, other factors, such as the number of devices the customer elects to connect to the Internet modem/router, radio frequency interference within the customer's home, network congestion, and other factors may also impact performance.

Montana Internet provisions its network to ensure that its customers can enjoy the speeds to which they subscribe. However, Montana Internet does not guarantee that a customer will always actually achieve those speeds. No Internet Service Provider can always guarantee a speed to a customer. Montana Internet advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes.

The "actual" speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of Montana Internet. While it is impossible to list all conditions that could possibly affect Internet service, some of the most common are:

- Performance of a customer's computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware, malware and viruses.
- Type of connection between a customer's computer and the (likely Montana Internet managed) router. For example, wireless connections may be slower than wired connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion from other common household electronics including, but not limited to, microwave ovens. Montana Internet does not recommend wireless modem connections for use with its higher speed tiers as many wireless connections typically are not capable of supporting speeds delivered by these tiers particularly when multiple devices are connected to the wireless modem/router. Also, when a customer provides its own router, many older routers, instead of utilizing a Montana Internet managed router, such older routers are likely not capable of supporting speeds delivered on higher speed tier packages.
- The distance packets travel (round trip time of packets) between a customer's computer and its destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of the customer's Internet connection.
- Congestion or high usage levels at the website or destination can impact a customer's Internet connection speed. If many visitors are accessing a site or destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently.
- Gating of speeds or access by the website or destination may impact a customer's Internet connection speed. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection and impact their download speeds.
- Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience. However, Montana Internet strives to maintain its network such that customers can achieve a latency of less than 100 milliseconds and less than 50 milliseconds to common destinations.

There are numerous products and services available to test Montana Internet's services. These tests are heavily dependent on a customer's home network configuration, modem, and computers, and therefore do not reflect the

performance of the Montana Internet network only. In order to test your Internet speed when utilizing Montana Internet's Internet services, visit www.speedtest.mt.net, and select to run a speed test. Montana Internet also may be able to provide testing of the services to assure that customer is receiving the subscribed bandwidth at the demarcation point between Montana Internet's network and the customer's inside wiring. If the tests demonstrate the customer's services are degraded from the speeds delivered by Montana Internet's network, the customer should evaluate problems with the customer's equipment at the premises and any software issues associated with the use of that equipment.

Impact of Non-Broadband Internet Access Service Data Services. Montana Internet offers broadband Internet access service over the same last-mile facilities as specialized services, such as virtual private network ("VPN"), voice over IP ("VoIP"). In most cases, when the specialized service is not being used, customers may use the capacity that would otherwise be used for the specialized service for broadband Internet access. When these customers do utilize the special services, less bandwidth will be available for broadband Internet access service than when they are not using the specialized services.

COMMERCIAL TERMS

Price. The terms of service for Montana Internet's Internet access services are set forth in the materials specific to that service as executed by and between Montana Internet and the Customer when the service was established or ordered. Montana Internet offers various pricing options for its Internet access services depending upon location, bandwidth needs and other terms and conditions. Common packages can be found on our website, on the home page as well as the "services" page.

Current customers can find pricing information concerning their service on their monthly bill or by contacting a customer service representative. Prospective customers can obtain pricing information through Montana Internet's customer service representatives.

Privacy. Montana Internet's does not share customer information with any third parties except for those third parties involved in provisioning or supporting service. Specifically, at times, Montana Internet utilizes a third party to provide support as overflow or additional hours coverage. Montana Internet utilizes a wholesale partner to provide voice services. And Montana Internet utilizes a third party to perform credit card processing and payment collections.

Redress Options. If you have any questions about Montana Internet's service or any questions or concerns regarding any of the information set forth above and wish to contact a customer service representative you may do so by calling Montana Internet's customer support at (406) 443-3347 or support@mt.net.

CERTIFICATION

This statement has been reviewed by Montana Internet's CEO, Josh Romandia, who certified that the information contained in the disclosure is true and correct to the best of his knowledge.