



Open Internet Transparency Disclosure

The following disclosure describes the network practices, performance characteristics and commercial terms for United Communications pursuant to the Federal Communications Commission's Open Internet Transparency requirements in 47C.F.R 8.3.

Network Practice:

- **Congestion Management and Application-Specific Behavior**
 - United Communications does not block, shape, limit, or control individual internet usage. United Communications adheres to guidelines set forth by Congress and the FCC for network openness and interconnection. All United Communications consumers are able to access the lawful internet content of their choice under nondiscriminatory provisions. United Communications does not use traffic shaping equipment except in cases of abuse mitigation. No traffic shaping equipment is used to neither discriminate against nor preclude any legal use of other provider equipment or services.

- **Device Attachment Rules**
 - Any standard computer or internet access device is permitted on to the extent that it does not cause a degradation of internet traffic within the network or to others. United Communications reserves the right to set additional standards and rules as warranted.

- **Security**
 - Security measures that would monitor end user real time usage have not been adopted. It is the responsibility of the end user to monitor their usage and adopt safe practices that they deem necessary to protect any unauthorized access to their personal files and information. United Communications does employ internal security measures to monitor aggregate internet usage to avoid a degradation of its IP network and performance.
 - United Communications does block known exploited ports to help reduce virus and malware traffic and to prevent DDOS attacks on our network. Port 68 inbound can be blocked to prevent the outside from trying to obtain DHCP from United Communications servers. Port 135-139 are used for Netbios. This is a Microsoft port set that should not be allowed access to the open internet. Port 445 has been exploited and known for malware such as "Sasser" and the "Nimda worms". Port 520 is the port used for the RIP protocol. This is no longer used in wide-area networking and should not be listened to. Port 1080 is a "SOCKS" port and has been exploited for viruses and DOS attacks. Port 4444. This is port is a common return port for the rpc dcom.c buffer overflow. Also the return port in the msblast rpc worm. Port 1434. This port was widely exploited and used to deliver the SQL Slammer worm. Port 1900. Known exploited port used for DDoS attacks. Port 5000. Known exploited port used for DDoS attacks. Port 6129. This port is associated with DameWare and DameWare mini-RC, a remote control agent. Port 27374. This port is used to deliver the subseven worm and Trojans. Port 31337. Known exploited port used for DDoS attacks.

- **Blocking & Throttling**
 - Besides those network management practices described in this document, United does not use any practice blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices.

- **Prioritization**
 - Besides those network management practices described in this document, United does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate. United does not directly or indirectly favor 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.

Performance Characteristics:

- **Service Description**
 - Internet service is provided as a “best effort” service, and United Communications has provisioned United Communications service to meet the maximum speeds as advertised. However, internet usage can be affected by many variables, across multiple networks, and the usage that you may experience may be lower than the maximum speed. It is United Communications intent to provide network performance at 80% of advertised speeds, 90% of the time. You may test United Communications actual speed at any time by going to the following link: <http://speedtest.united.net/>.
- **Impact of Specialized Services**
 - United Communications does provide specialized services such as IPTV and VOIP services. The effect of these services can result in a reduction of advertised network speeds and performance. These specialized services are prioritized network services to ensure the highest quality of service.
 - United IPTV is 100% digital television, offering local, premium, and high-definition channels delivered over the company’s advanced, managed network. Customers who purchase a UConnect or UniFi Internet and TV bundle, will receive TV content over the same broadband connection as they receive their high-speed Internet service. In order to provide consistently high quality TV service, United IPTV is assigned a higher service priority than public Internet traffic. This prioritization only applies during times of congestion over the last-mile connection. United reinforces its network with additional network capacity in areas where congestion is identified or as part of standard network engineering design plans. In some cases, we may limit the number of customers that may be served on a particular node until capacity can be added.

Commercial Terms:

- **Pricing**
 - Individual internet data service pricing, terms, and conditions are described in additional detail in the bundles section at www.united.net along with the general terms and conditions located on our legal page <http://united.net/assets/terms-and-conditions.pdf>.
- **Privacy Policies**
 - United Communications does not share any internet usage information with any outside agency, for other law enforcement or national security needs; unless requested by United Communications subpoena or other lawful means. United Communications does not currently deploy any “Deep Packet Inspection” devices.
- **Redress Options**
 - You may contact Customer Service at 1-800-779-2227 or you can email united@united.net if you have any questions or difficulties with United Communications service(s).

Service Description	Technology	Advertised Speeds	Actual Speeds	Expected Latency	Actual Latency	Applications
U-Connect						
3Mbps	Asymmetrical DSL	3 Mbps Download	2.67 Mbps/	50ms	40ms-60ms	Email, Web Browsing, Music Streaming, Social Media
		768 Kbps Upload	614 Kbps			
10Mbps	Asymmetrical DSL	10 Mbps Download	8.00 Mbps/	50ms	30ms-50ms	Email, Web Browsing, Music Streaming, Social Media, Standard definition video streaming, video calling
		1 Mbps Upload	800 Kbps			
25Mbps	Asymmetrical DSL	25 Mbps Download	20.0 Mbps/	25ms	10ms-30ms	All applications listed above plus; high definition video streaming, video calling, multiplayer online gaming
		3 Mbps Upload	2.4 Mbps			
UniFI						
50Mbps	Fiber to the Home	50Mbps Download	40.0 Mbps/	10ms	10ms-30ms	All applications listed above
		10 Mbps Upload	8.0 Mbps			
100Mbps	Fiber to the Home	100 Mbps Download	80.0 Mbps/	10ms	10ms-30ms	All applications listed above
		25 Mbps Upload	20 Mbps			
250Mbps	Fiber to the Home	250 Mbps Download	200.0 Mbps/	5ms	5ms-20ms	All applications listed above
		50Mbps Upload	40.0 Mbps			
300Mbps	Fiber to the Home	300 Mbps Download	250.0 Mbps/	5ms	5ms-20ms	All applications listed above
		300 Mbps Upload	250.0 Mbps			
500Mbps	Fiber to the Home	500Mbps Download	400.0 Mbps/	5ms	5ms-20ms	All applications listed above
		75 Mbps Upload	60.0 Mbps			
600Mbps	Fiber to the Home	600Mbps Download	550.0 Mbps/	5ms	5ms-20ms	All applications listed above
		300Mbps Upload	250.0 Mbps			
1Gbps	Fiber to the Home	1Gbps Download	800.0 Mbps/	5ms	5ms-20ms	All applications listed above
		500 Mbps Upload	80 Mbps			
Fixed Wireless						
Basic (15Mbps)	Fixed Wireless	15 Mbps Download	12.00 Mbps/	40ms	20ms-40ms	Email, Web Browsing, Music Streaming, Social Media, Standard definition video streaming, video calling.
		2 Mbps Upload	1.6 Mbps			
Ultra (25Mbps)	Fixed Wireless	25 Mbps Download	20.0 Mbps/	40ms	20ms-40ms	All applications listed above Plus HD video streaming, video calling, multiplayer online gaming
		3 Mbps Upload	2.4 Mbps			
		35 Mbps	28.0			

Extreme (35Mbps)	Fixed Wireless	Download 5 Mbps Upload	Mbps/ 4 Mbps	40ms	20ms- 40ms	All applications listed above
Premier (60Mbps)	Fixed Wireless	60 Mbps Download 8 Mbps Upload	48.0 Mbps/ 6.4 Mbps	20ms	20ms- 40ms	All applications listed above
Supreme (100Mbps)	Fixed Wireless	100 Mbps Download 20 Mbps Upload	80.0 Mbps/ 16 Mbps	20ms	20ms- 40ms	All applications listed above