

CARR COMMUNICATIONS, INC
NETWORK TRANSPARENCY STATEMENT
EFFECTIVE JUNE 11, 2018

Carr Communications (“Carr” or “Company”) provides this Network Transparency Statement in accordance with the FCC’s Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about Carr’s other policies and practices concerning broadband are available at www.site.carrinter.net (“Carr Website”).

Carr engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the network architecture and technology of its broadband Internet access service. Carr’s goal is to ensure that its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Carr wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

Carr’s network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that Carr uses to manage its network.

A. Carr’s Network Transparency Disclosures

Carr uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Carr believes in full transparency and provides the following disclosures about its network management practices:

1. **Blocking:** Carr does not block or discriminate against lawful content.
2. **Throttling:** Carr does not throttle, impair or degrade lawful Internet traffic.
3. **Affiliated Prioritization:** Carr does not prioritize Internet traffic and has no plans to do so.
4. **Paid Prioritization:** Carr has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit content, applications, services or devices. Carr does not have plans to enter into paid prioritization deals to create fast lanes.
5. **Congestion Management:** Carr monitors the connections on its network in the aggregate regularly to determine the rate of utilization. If congestion emerges on the network, Carr will take the appropriate measures to relieve congestion.

On Carr's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on Carr's network.

Customers using conduct that abuses or threatens the Carr network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Carr's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. Carr's network management practices do not relate to any customer's aggregate monthly data usage.

Carr adds capacity to its network when links start to reach capacity. Carr may increase capacity by adding transport Internet aggregation routers and bandwidth as needed. Carr also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, Carr provides notification to the customer via email or phone. If a violation of Carr's policies has occurred and such violation is not remedied, Carr will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, Carr does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Carr.
7. **Device Attachment Rules:** For best results, DSL modems, wireless modems, or other proprietary network gateways used on the Carr broadband network should be provided by Carr. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, **customers** are responsible for ensuring that their equipment does not harm Carr's network or impair the service of other customers. Carr is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to Carr's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

8. Network Security: Carr knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. Carr deploys firewalls at every home through the Carr installed modem. Customers requesting a bridged modem for use of a monitoring system, however, will have the firewall removed to allow for monitoring.

Carr also deploys spam filters to divert spam from an online customer's email inbox while allowing the customer to control which emails are identified as spam. Spam is quarantined in a separate file that the Customer may access. Email in such file will be automatically deleted if not accessed.

As its normal practice, Carr does not block any protocols, content or traffic for purposes of network management, but Carr may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

B. Network Performance

1. Service Descriptions

Carr deploys Internet access to its subscribers through hardwired broadband DSL access. Carr offers speeds ranging from 1.5 Mbps to 12 Mbps. Service offerings are detailed in the services section of the website [<http://home.carrinter.net/internet/dsl.php>]. Carr's broadband service supports real time applications.

2. Network Performance

Carr makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Carr's network. Carr measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond Carr's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a Carr broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade to take full advantage of the chosen Carr broadband plan.

Carr measures traffic every 5 minutes. All services are best effort.

Carr tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed.

Customers may also test their actual speeds using the speed test located at www.carrinter.net/speedtest.net on Carr’s website.

Based on the network information Carr receives from its monitoring efforts, Carr’s network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, Carr has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment. Carr reports the results of this testing below. This result applies to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS

ADVERTISED	ACTUAL SUSTAINED	PERCENTAGE DIFFERENTIAL
Download		
1.5 Mbps	1.5	<5%
3.0 Mbps	3.0	<5%
6.0 Mbps	6.0	<5%
9.0 Mbps	9.0	<5%
12.0 Mbps	12.0	<5%
Upload		
256k	256k	<5%

3. Impact of Non-BIAS Data Services

Carr offers IP video service to end-users. This non-BIAS data service does not adversely affect the last-mile capacity available for the Carr’s broadband Internet access services, or the performance of such services. Customer should note that significantly heavier use of IP video services may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation and appreciates feedback from its customers.

C. Commercial Terms

Pricing and additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find links to the following on the Carr Website:

- [Privacy Policy](#)
- [Frequently Asked Questions \(“FAQs”\)](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact Carr at:

Business Office at 231-898-2244.