



## DC Access Open Internet Principles

The Federal Communications Commission (FCC) issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011. All Internet service providers (ISPs) 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. Accordingly, the following information demonstrates DC Access, LLC (“DC Access”) compliance with the FCC’s rules with respect to its Services. These policies serve as a supplement to the existing terms of service.

The FCC’s rules focus on these primary issues:

- (1) **Transparency:** Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- (2) **No blocking:** Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services;
- (3) **No unreasonable discrimination:** Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic; and
- (4) **Reasonable network management:** ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

### 1. 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 Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider’s voice or video telephony 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. Accordingly, DC Access provides the following information:

- (1) **Congestion Management:** DC Access, LLC does not engage in congestion management, nor limit end user usage.



- (2) Application-Specific Behavior: DC Access, LLC does not discriminate among applications on its network.
- (3) Device Attachment Rules: DC Access, LLC does not limit devices attached to its network.
- (4) Security: When virus activity is identified as originating from a customer's network, DC Access will contact the Subscriber. If the problem computer is not corrected, DC Access will suspend the account or block the connection from our network.

## **2. Performance Characteristics**

ISPs must disclose all network performance characteristics. Accordingly, DC Access provides the following information:

- (1) Service Description: DC Access provides wireless connections to the end user location using license exempt frequencies. For speeds and suitable application, please see [Wireless Internet Service – Speeds and plans](#)
- (2) Impact of Specialized Services: DC Access, LLC does not provide specialized services to Subscribers.

## **3. Commercial Terms**

ISPs must disclose the commercial terms of its broadband Internet access service. Accordingly, DC Access provides the following information:

- (1) Pricing: Please see [Wireless Internet Service – Pricing](#) for current plans and promotions.
- (2) Privacy Policies: Customer information is not stored. Traffic is periodically inspected at a summary level for network management. Traffic information is not given to 3<sup>rd</sup> parties and is not used for non-network management purposes.
- (3) Redress Options: Customers may call the main line or email when they have a dispute. All customer issues are handled on an individual basis.

## **4. FCC Notice**

If a Subscriber believes that these open Internet rules are not in compliance with FCC regulations, the Subscriber may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via



1504 Pennsylvania Avenue, SE • Washington, DC 20003 • (202) 546-5898 • [www.dcaccess.net](http://www.dcaccess.net)

---

its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

## **5. Additional Disclaimers**

The Open Internet Rules, as adopted, and these Open Internet Principles 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 the company, rights holders, and end users. Furthermore, the FCC's Open Internet Rules, as adopted, and this company's Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the DC Access, LLC Acceptable Use Policy that is posted on the company's website.