

## Net Neutrality Disclosure

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### I. INTRODUCTION

The **Federal Communications Commission ("FCC")** requires that all Internet Service Providers ("ISPs") within the United States disclose information about its broadband Internet access services and the ISP's networks.

This disclosure statement, effective June 11, 2018, is a first-time effort to comply with said rules and regulations to inform you – the end user – of the policies of Red Bolt Broadband, including information regarding any network management practices that Continental Divide Electric Cooperative, Inc., employs, as well as the performance characteristics of our services. This applies solely to the portion of our network used to deliver, run, and maintain both our residential and business internet services.

**Continental Divide Electric Cooperative, Inc. ("CDEC") d/b/a Red Bolt Broadband ("Red Bolt")**, reserves the right to change or modify this Disclosure and its policies at any time, so long as such changes adhere to the FCC's rules and regulations for ISPs, without notice to you. It is your responsibility, as the end user, to review this Disclosure from time to time to be aware of any changes. Continued use of Red Bolt's residential and business internet services – after any changes are made to this statement – will be considered acceptance and knowledge of said changes.

In no way does this Disclosure alter or change the existing Terms and Conditions or Acceptable Use Policies, which should be read in addition to this statement.

Below are the four core principles outlined in the Net Neutrality Disclosures:

- Scope of Service
- Network Practices
- Performance Characteristics
- Commercial Terms



## II. Scope of Service

**Continental Divide Electric Cooperative, Inc. ("CDEC") d/b/a Red Bolt Broadband ("Red Bolt")**  
**FCC Registration Number: 0026618306**

- Red Bolt provides an internet connection using fiber-optic technology delivered directly to homes and businesses. The service is a best-effort network, which does not provide any guarantees that data will be delivered, or that the user will be given a guaranteed quality of service level or a certain priority.

## III. NETWORK PRACTICES

- **No Blocking:** Red Bolt does not block lawful content, applications, services, or non-harmful devices.
- **Throttling:** Red Bolt does not degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of non-harmful devices.
- **Affiliated Prioritization:** Red Bolt does not directly or indirectly favor internet traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation to benefit an affiliate.
- **Paid Prioritization:** Red Bolt does not directly or indirectly favor internet traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation to benefit an affiliate in exchange for consideration, monetary or otherwise.
- **Congestion Management:** Red Bolt strives to have sufficient capacity to accommodate all traffic during peak-usage periods.
- **Application-Specific Behavior:** Red Bolt does not rate-control any protocol or port, or otherwise inhibit or favor certain applications or classes of applications.
- **Device Attachment Rules:** Red Bolt does not restrict any types of devices, and no approval is required for any specific type of customer device.
- **No Unreasonable Discrimination:** Red Bolt does not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband internet access service.
- **Reasonable Network Management:** Red Bolt implements reasonable practices in an effort to foster network security and integrity, which includes addressing traffic that is harmful to the network.
- **Security:** Red Bolt has the right to block ports that have been used to hack customer equipment to ensure end-user security and security of the network. The integrity of Red Bolt's security system is in some cases directly dependent on actions taken by the end user and other third parties and, therefore, outside the control of Red Bolt Broadband and CDEC.



#### IV. Performance Characteristics

- **Service Description:** Red Bolt provides an internet connection using fiber-optic technology. The service is a best-effort network, which does not provide any guarantees that data will be delivered, or that the user will be given a guaranteed quality of service level or a certain priority.
- **Impact of Specialized Services:** Red Bolt does not offer any specialized services.

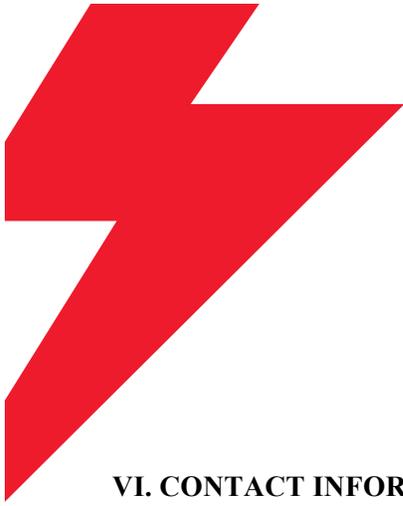
#### V. Commercial Terms

- **Speed and Price:** The advertised speed of Red Bolt’s internet service is the maximum speed achievable with the technology utilized. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Red Bolt’s service offerings, including, but not limited to the end user’s computer, modem or router, activity during peak-usage periods, and other internet traffic.

Advertised Rate	Measured Rate	Peak Rate	Residential Price	Small Business Price
50/50Mbps	51/52Mbps	51/52Mbps	\$49.95	\$99.95
100/100Mbps	98/101Mbps	98/101Mbps	\$59.95	\$129.95

Average Latency: 34ms

- **Additional Fees:** Customers have the option to purchase or rent recommended in-home routers for \$7.00, per month.
- **Early Termination Fees:** If the customer terminates service before the end of the agreement term, the customer is liable for the monthly charges remaining, to fulfill the original agreement. If the customer is renting a router provided by Red Bolt, the router must be returned within 30 days of service termination. If the router is not returned, the customer will be liable for the full cost of the equipment.
- **Privacy Policies:** Red Bolt and CDEC reserve the right at any time to monitor bandwidth, usage, transmissions, and/or content of its service. Red Bolt need not proactively or routinely monitor a customer account’s use of the service for violations of its Use Policy, though it reserves the right to do so. If Red Bolt is alerted to violations or potential violations of this Use Policy, Red Bolt may take appropriate measures to remedy a violation or potential violation. Networking traffic information is not used for non-network management purposes.



*Revised 6/11/18*

## **VI. CONTACT INFORMATION**

Customers of Red Bolt Broadband who have complaints or questions relating to our internet service access can contact us by U.S. Mail or by calling the telephone number listed below.

U.S. Mail:

CDEC  
PO Box 1087  
Grants, NM 87020

Telephone:

(505) 285-6656

A customer always has the right to file a complaint with the Federal Communications Commission at [www.fcc.gov](http://www.fcc.gov).