Clarksville Connected Utilities

Open Internet and Transparency Policy

June 6, 2024

I. INTRODUCTION

Consistent with the Federal Communications Commission's Open Internet Rules found in part 8 of title 47 of the Code of Federal Regulations, 47 C.F.R. §§ 8.1–8.6, Clarksville Connected Utilities provides this information about its fiber broadband high-speed internet access services. All internet service providers are required to publicly disclose information about their network management practices, performance characteristics, and terms of service. This information is provided so that Clarksville Connected Utilities' current customers, prospective customers, third-party content providers, and other interested parties can make informed choices regarding their broadband internet services. Clarksville Connected Utilities welcomes questions or comments about this information.

You may contact Clarksville Connected Utilities at:

Customer contact: 479-754-3148

Email: fiber@clarksvilleconnected.net

II. NETWORK PRACTICES

General Description

Clarksville Connected Utilities provides a variety of fiber broadband high-speed internet service offerings to its residential and business customers. It provides service over its broadband network and through third parties' fiber optic lines connecting to the internet. It also contracts with one or more companies for certain network monitoring and management services.

Clarksville Connected Utilities monitors its network and traffic patterns and makes changes it deems necessary to manage and improve overall network performance. Clarksville Connected Utilities uses reasonable, non-discriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. Clarksville Connected Utilities' network management practices do not throttle, target, or block any lawful specific content, application, service, or device. As network management issues arise, and as technology develops, Clarksville Connected Utilities may employ additional or new network management practices. It will update this document as necessary.

Related Documents and Disclosures

Use of Clarksville Connected Utilities' fiber broadband high-speed internet service is also governed by:

- [Customer Service Terms](#)

- Acceptable Use Policy

- General Privacy Policy

Congestion Management

Clarksville Connected Utilities uses various tools and techniques to manage and monitor its network, deliver its service, and ensure compliance with the Acceptable Use Policy. Without effective network management, customers would be subject to the negative effects of spam, viruses, security attacks, network congestion, and other risks or degradations of their service.

Clarksville Connected Utilities uses quality of service ("QoS") to separate data types, and may prioritize them at different levels. For example, voice calls may be prioritized over general internet traffic. Clarksville Connected Utilities' congestion management practices potentially affect all network traffic, but do not target any specific content, application, service, or device.

Prioritization

Clarksville Connected Utilities does not prioritize any traffic to benefit any party or affiliate, in exchange for monetary or other consideration.

Application-Specific Practices

Clarksville Connected Utilities uses industry standard tools and generally accepted best practices and policies to help meet its customer commitments. To protect the security of its network and its customers, Clarksville Connected Utilities may identify and block known hostile ports.

Device Attachment Rules

Clarksville Connected Utilities places no general restrictions on lawful devices that a customer may connect to its network, so long as the device is: (i) compatible with Clarksville Connected Utilities' network; and (ii) does not harm the network or other users. Clarksville Connected Utilities' fiber broadband internet service works with most types of personal computers and laptops, and other Internet-compatible devices, such as game systems and internet-enabled televisions. If a wireless router is connected to Clarksville Connected Utilities' service, wireless internet-compatible devices including computers, tablets, smartphones, and other devices can connect to Clarksville Connected Utilities' network. If a customer or potential customer believes that they have an unusual configuration, they should contact Clarksville Connected Utilities.

Fiber-To-The-Home ("FTTH") Equipment

Clarksville Connected Utilities installs Optical Network Terminals ("ONTs") at the customer's premises to enable use of Clarksville Connected Utilities' broadband high-speed internet service delivered via its FTTH network. A Remote Gateway ("RG") is also provided to customers who require it.

Network and End User Security

The following provides a general description of the practices Clarksville Connected Utilities uses to maintain the security of its network.

Hostile Port Blocking

Clarksville Connected Utilities may identify and block known hostile ports to prevent unwanted files, browser hacking, and virus attacks.

Hostile IP Blocking

Clarksville Connected Utilities may identify and block known hostile IP addresses to prevent distributed denial of service ("DDoS") attacks, infrastructure hacking attempts, and malicious attacks on customers.

Virus & Spam Filtering

Clarksville Connected Utilities' network management activities may include identifying spam, detecting malicious internet traffic, and preventing the distribution of viruses or other harmful code or content.

Other tools and techniques may be implemented by Clarksville Connected Utilities in order to meet its goal of delivering the best possible broadband internet experiences to all its customers.

Data Usage

Clarksville Connected Utilities has not established a monthly data usage cap for its customers. We do however monitor usage. We regularly review accounts with uncommonly high usage relative to all other accounts to ensure such accounts have not been subjected to cloning, unauthorized access, other security breaches, or unlawful activity. As part of its review, Clarksville Connected Utilities may contact account holders to inquire about usage and may take or require actions to correct problems such as security, class of use or unlawful activity.

Performance Characteristics

High-speed broadband internet Service is provided by Clarksville Connected Utilities via fiber connections. Optical network terminal ("ONTs") are installed at the customer premise, and Clarksville Connected Utilities utilizes Gigabit Passive Optical Network ("G-PON") FTTH technologies to deliver service to the end user. Clarksville Connected Utilities provisions its ONTs and engineers its network to maximize customers' ability to receive the maximum speed levels for each tier of service.

Clarksville Connected Utilities does not, however, guarantee that a customer will achieve those speeds at all times. Clarksville Connected Utilities advertises its speeds as "up to" a specific level based on the tier of service to which the customer subscribes. The actual speed a customer experiences may vary based on a number of factors and conditions:

- Performance of a customer's internet-connected device, including its age, memory, processing capability, operating system, the number of applications simultaneously running, and the presence of any malware or viruses.

- Type of connection between a customer's computer and ONT. For example, wireless connections may be slower than direct connections into a router or ONT. Wireless connections also may be subject to greater fluctuations, interference, and congestion.

- The distance that packets travel (round trip time of packets) between a customer's computer and its final 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 that internet connection.

- Congestion or high usage levels at the website or destination. If a large number of visitors are accessing a site or particular 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. 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.

- The performance of a subscriber-owned router. Equipment performance may degrade over time, and certain devices are not capable of handling higher 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. Because 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.

Actual performance of Clarksville Connected Utilities' broadband high-speed internet service in most cases will conform to the national wireline broadband internet speed and latency levels reported by the Federal Communications Commission ("FCC") in *Measuring Fixed Broadband – Twelfth Report*. The FCC indicated in the *Twelfth Report* that fiber customers experience average fiber latencies between 9 ms to 14 ms.

Commercial Terms

Pricing information for Clarksville Connected Utilities' fiber broadband high-speed internet services are available online at https://www.clarksvilleconnected.net/283/Internet-Phone-Pricing.

Customer Information Privacy and Security

Clarksville Connected Utilities maintains the privacy and security of all customer network traffic in accordance with the Clarksville Connected Utilities General Privacy Policy available online at: https://clarksvilleconnected.net

Additional Information

Please contact Clarksville Connected Utilities at 479-754-3148 to discuss any issues or concerns. If any information found within Clarksville Connected Utilities' policies and agreements are inconsistent with this network management document, this document controls.