

## **OPEN INTERNET POLICY**

Colfax Cable adopts this Open Internet Policy to promote the Internet as an open platform enabling customer choice, freedom of expression, end-user control, competition, and the freedom to innovate without permission.

### **No Unreasonable Discrimination**

Colfax Cable does not unreasonably discriminate in transmitting lawful network traffic over a customer's broadband Internet access service, subject to reasonable network management. Reasonable network management practices are set out below. Colfax Cable does not:

Discriminate among specific uses, or class of uses, of its network

Impair, degrade or delay VoIP applications or services that compete with its voice services or those of its affiliates

Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services or non-harmful devices

Impair free expression by actions such as slowing traffic from particular web sites or blogs

Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic

Prioritize its own application, services or devices or those of its affiliates

No Blocking

Colfax Cable does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Network management practices are set forth below.

## **TERMS AND CONDITIONS AND NETWORK MANAGEMENT PRACTICES**

### **General**

Colfax Cable manages its network to provide the best service possible to its customers. Colfax Cable uses a variety of measures it deems appropriate to protect its network and customer records. However, Colfax Cable cannot guarantee that it can prevent spam, viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to customers.

### **Congestion**

Colfax Cable has not experienced substantial problems with congestion. However, it may be possible that there are congestion events that may occur in the future, particularly as it may be related to the service capacity from third parties used by Colfax Cable to provide the customer with access to the world. Such service capacity is outside the control of Colfax Cable. Where feasible, Colfax Cable will address congestion issues through improvements to its network or the capacity purchased from other providers needed to connect to the outside world. Such processes take time to implement and may not be feasible in all situations.

Therefore, Colfax Cable reserves the right to monitor and identify which customer accounts are using the greatest amount of bandwidth during periods of heavy congestion and to work to provide solutions to address

those issues. If a preferred solution cannot be worked out with the customer or customers, Colfax Cable reserves the right to manage the Internet traffic of high volume customers during periods of significant congestion. This means that the affected customers will still be able to access the Internet and engage in activities that they desire, but during certain periods of time they may experience conditions such as longer times to download or upload files, slower access and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

### **Use of Network**

In no case will Colfax Cable discriminate among customers on the basis of the type of content, applications, services or devices which the customer uses.

### **Applications**

Customers may use any lawful and commercially available application which they desire. Colfax Cable does not normally monitor the contents of the traffic or applications of the customers and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer. Colfax Cable will only take steps regarding an application-specific behavior by a customer if there is a reasonable belief that the application will cause harm to Colfax Cable's network or is not legal.

### **Devices**

A customer may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by Colfax Cable, as long as such device does not harm the network and is not unlawful.

### **Security**

Colfax Cable undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. Colfax Cable does not guarantee that it can protect customers from any or all security breaches. The customer is using this service at its own risk. Customers are cautioned to purchase their own spam filtering and antivirus software from commercial vendors to meet their needs. However, a customer that is subject to spam, virus, denial of service attack or similar malicious, unlawful or unwarranted activities is urged to contact Colfax Cable as soon as possible. Colfax Cable will work with the customer on how the customer can take appropriate and economically reasonable efforts to address the matter.

## **PERFORMANCE CHARACTERISTICS**

The pricing and levels for the service provided by Colfax Cable can be found at the end of this document. Colfax Cable provides cable modem service using fiber optic and coaxial cables. Service on cable modems will range from 2 M to 16 M depending on distance from Colfax Cable's core facilities and other factors. Actual access speeds and delay times or latency are impacted by the length, capacity, and congestion of transport facilities purchased by Colfax Cable from third-party providers. Colfax Cable cannot guarantee that it will be

able to obtain capacity from these third-party providers at commercially reasonable prices if and when additional third-party capacity is needed to reach Internet nodes. Colfax Cable's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services. This is a growing area and its effect on Colfax Cable's ability to provide service at the speeds listed above are unknown at this time.

## **PRIVACY**

As a general statement, Colfax Cable does not usually entail inspection of network traffic. Colfax Cable does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. Colfax Cable does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act, and other applicable national and state security and criminal statutes. COLFAX CABLE DOES NOT COLLECT, STORE OR USE TRAFFIC INFORMATION TO PROFILE ITS CUSTOMERS IN ORDER TO SELL ADDITIONAL SERVICES TO THEM OR FOR NON-NETWORK MANAGEMENT PURPOSES.

## **COMPLAINTS**

If a customer has complaints about the service, they are urged to contact Colfax Cable Company at (509) 397-2211 or email [service@stjohncable.com](mailto:service@stjohncable.com). A customer always has the right to file a complaint with the Federal Communications Commission at [www.fcc.gov](http://www.fcc.gov).

## **RESERVATION OF RIGHTS/AMENDMENTS**

Colfax Cable may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of such changes will be posted on this website. However, individual notice to customers, content providers, application providers, service providers, or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty-day basis. However, Colfax Cable reserves the right to use a shorter notice period when circumstances so warrant.

## **COLFAX CABLE INTERNET SERVICES (Revised 09/25/2024)**

Cable Modem Pricing

Silver: 25Mb down / 25Mb up - \$40

Gold: 100Mb down / 100Mb up - \$50

Platinum: Up to 250Mb down / 250Mb up - \$85.00