

Open Internet Disclosure



Your pathway to the world



The following Citizens Connected disclosures are in reference to the FCC Open Internet Rules.

Service Description

Service Offerings

Citizens Connected directly offers broadband ISP services. Pricing for direct Internet connectivity provided to business customers is determined on an individual case basis.

Broadband Paks	Download Speed	Upload Speed
SuperNet	25Mbps	5Mbps
TurboNet	50Mbps	5Mbps
XtremeNet	100Mbps	5 Mbps
GigaNet	1Gbps	50Mbps

Performance

Citizens Connected offers a speed test site to any user or customer. It can be accessed at <http://speedtest.airstreamcomm.net>.

Congestion Management

Citizens Connected does not implement any congestion management techniques. Citizens Connected engineer and operate their network to accommodate the necessary traffic requirements, with ample capacity and redundancy to address peak traffic levels in the case of a partial network outage. In the event of congestion, all traffic is classified as best effort.

Content, Applications, Service and Device Providers

As a full service Internet Service Provider, Citizens Connected deliver a full suite of Internet-based applications. These include:

- Web Hosting
- File Transfer Protocol

Citizens Connected does not discriminate any customer traffic. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, Citizens Connected does not manipulate our network to perform better for customers accessing Citizens Connected's email servers versus Citizens Connected customers accessing Google's gmail servers.

The network management practices employed by Citizens Connected do not differ between our directly offered applications to those general applications offered over the Internet.

Security Measures

In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, Citizens Connected will implement inbound and outbound traffic filtering and/or blocking on specific source and destination IP addresses. These actions will be performed to ensure reliability and availability of the Citizens Connected network. These actions will not be utilized for normal Internet applications and traffic. In the case of any suspicious or malicious network activity, notification and forensic information will be made available to the appropriate law enforcement and network security resources for investigation.