



Open Internet Transparency Disclosure

The following disclosure describes the network practices, performance characteristics and commercial terms for United Communications pursuant to the Federal Communications Commission's Open Internet Transparency requirements in 47C.F.R 8.3.

Network Practice:

- **Congestion Management and Application-Specific Behavior**
 - United Communications does not block, shape, limit, or control individual internet usage. United Communications adheres to guidelines set forth by Congress and the FCC for network openness and interconnection. All United Communications consumers are able to access the lawful internet content of their choice under nondiscriminatory provisions. United Communications does not use traffic shaping equipment except in cases of abuse mitigation. No traffic shaping equipment is used to neither discriminate against nor preclude any legal use of other provider equipment or services.

- **Device Attachment Rules**
 - Any standard computer or internet access device is permitted on to the extent that it does not cause a degradation of internet traffic within the network or to others. United Communications reserves the right to set additional standards and rules as warranted.

- **Security**
 - Security measures that would monitor end user real time usage have not been adopted. It is the responsibility of the end user to monitor their usage and adopt safe practices that they deem necessary to protect any unauthorized access to their personal files and information. United Communications does employ internal security measures to monitor aggregate internet usage to avoid a degradation of its IP network and performance.
 - United Communications does block known exploited ports to help reduce virus and malware traffic and to prevent DDOS attacks on our network. Port 68 inbound can be blocked to prevent the outside from trying to obtain DHCP from United Communications servers. Port 135-139 are used for Netbios. This is a Microsoft port set that should not be allowed access to the open internet. Port 445 has been exploited and known for malware such as "Sasser" and the "Nimda worms". Port 520 is the port used for the RIP protocol. This is no longer used in wide-area networking and should not be listened to. Port 1080 is a "SOCKS" port and has been exploited for viruses and DOS attacks. Port 4444. This is port is a common return port for the rpc dcom.c buffer overflow. Also the return port in the msblast rpc worm. Port 1434. This port was widely exploited and used to deliver the SQL Slammer worm. Port 1900. Known exploited port used for DDoS attacks. Port 5000. Known exploited port used for DDoS attacks. Port 6129. This port is associated with DameWare and DameWare mini-RC, a remote control agent. Port

27374. This port is used to deliver the subseven worm and Trojans. Port 31337. Known exploited port used for DDoS attacks.

Performance Characteristics:

- **Service Description**
 - Internet service is provided as a “best effort” service, and United Communications has provisioned United Communications service to meet the maximum speeds as advertised. However, internet usage can be affected by many variables, across multiple networks, and the usage that you may experience may be lower than the maximum speed. It is United Communications intent to provide network performance at 80% of advertised speeds, 90% of the time. You may test United Communications actual speed at any time by going to the following link: <http://speedtest.united.net/>.

- **Impact of Specialized Services**
 - United Communications does provide specialized services such as IPTV and VOIP services. The effect of these services can result in a reduction of advertised network speeds and performance. These specialized services are prioritized network services to ensure the highest quality of service.
 - United IPTV is 100% digital offering local, premium, and high-definition channels delivered over the company’s advanced, managed network. Customers who purchase a UConnect or UniFi Internet and TV bundle, will receive video content over the same broadband connection as they receive their high-speed Internet service. In order to provide consistently high quality video service, United IPTV is assigned a higher service priority than public Internet traffic. This prioritization only applies during times of congestion over the last-mile connection. United reinforces its network with additional network capacity in areas where congestion is identified or as part of standard network engineering design plans. In some cases, we may limit the number of customers that may be served on a particular node until capacity can be added.

Commercial Terms:

- **Pricing**
 - Individual internet data service pricing, terms, and conditions are described in additional detail in the [Bundles](#) section of this webpage.

- **Privacy Policies**
 - United Communications does not share any internet usage information with any outside agency, for other law enforcement or national security needs; unless requested by United Communications subpoena or other lawful means. United Communications does not currently deploy any “Deep Packet Inspection” devices.

- **Redress Options**
 - You may contact Customer Service at 1-800-779-2227 or you can email united@united.net if you have any questions or difficulties with United Communications service(s).

Service Description	Technology	Advertised Speeds	Actual Speeds	Expected Latency	Actual Latency	Applications
U-Connect						
3Mbps	Asymmetrical DSL	3 Mbps	2.67			
		Download	Mbps/			
		768 Kbps	614		40ms-	Email, Web Browsing, Music Streaming, Social Media
		Upload	Kbps	50ms	60ms	
10Mbps	Asymmetrical DSL	10 Mbps	8.00			Email, Web Browsing, Music Streaming, Social Media, Standard definition video streaming, video calling
		Download	Mbps/			
		1 Mbps	800		30ms-	
		Upload	Kbps	50ms	50ms	
25Mbps	Asymmetrical DSL	25 Mbps	20.0			All applications listed above plus; high definition video streaming, video calling, multiplayer online gaming
		Download	Mbps/			
		3 Mbps	2.4		10ms-	
		Upload	Mbps	25ms	30ms	
UniFI						
50Mbps	Fiber to the Home	50Mbps	40.0			All applications listed above
		Download	Mbps/			
		10 Mbps	8.0		10ms-	
		Upload	Mbps	10ms	30ms	
100Mbps	Fiber to the Home	100 Mbps	80.0			All applications listed above
		Download	Mbps/			
		25 Mbps	20		10ms-	
		Upload	Mbps	10ms	30ms	
250Mbps	Fiber to the Home	250 Mbps	200.0			All applications listed above
		Download	Mbps/			
		50Mbps	40.0		5ms-	
		Upload	Mbps	5ms	20ms	
500Mbps	Fiber to the Home	500Mbps	400.0			All applications listed above
		Download	Mbps/			
		75 Mbps	60.0		5ms-	
		Upload	Mbps	5ms	20ms	
1Gbps	Fiber to the Home	1Gbps	800.0			All applications listed above
		Download	Mbps/			
		100 Mbps	80		5ms-	
		Upload	Mbps	5ms	20ms	