

# Best Internet Company

## Network Management Disclosure

*Last Modified: October 23, 2019*

Best Internet Company, LLC ("BIC") dba. Imagine Internet, respects that you have a choice when it comes to your Internet service provider. BIC provides its customers, and potential customers, with information about its residential Internet services so they can make informed decisions about which services best meet their needs. The Federal Communications Commission ("FCC") requires that all broadband Internet access service providers, including BIC, disclose the following information about its Internet services and network management practices.

### 1. Network Management Practices

#### **Blocking**

BIC does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices.

#### **Throttling**

Except as described below in the section titled "Application Specific Behavior," BIC does not degrade or impair access to lawful Internet traffic based on content, application, service, user, or use of a non-harmful device.

#### **Affiliated Prioritization**

BIC does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

#### **Paid Prioritization**

BIC does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

#### **Congestion Management**

BIC wants to deliver the best possible broadband Internet access service to all its customers. To do so, BIC uses reasonable network management practices to mitigate the effects of network congestion and improve security that are consistent with industry standards. BIC monitors its network and uses various technical tools and techniques to manage its network and ensure that all customers comply with the Acceptable Use Policy and the Terms and Conditions of Service for Residential Internet Access Services ("Terms of Service"). Because network traffic patterns, Internet technologies, and threats to the network change regularly, BIC may frequently change the methods its uses to monitor and manage its network. Any material changes to BIC's network management practices will be posted here.

BIC uses bandwidth and Internet traffic flow management tools to detect and prevent distribution to customers of harmful traffic and content like spam, malicious Internet traffic such as denial of service attacks, malware, phishing scams, viruses, or other harmful code or content. Additionally, BIC uses these tools to manage high volume data upload server activity such as from Bit torrent or peer-to-peer file sharing servers.

#### **Application-Specific Behavior**

BIC slows upload speeds on Bit torrent and other peer-to-peer file sharing applications that behave as a file server, which use is prohibited under BIC's Terms of Service and Acceptable Use Policy for standard residential Internet services. Otherwise, BIC provides its customers will full access to lawful content, services, and applications accessible through use of the Internet. BIC does not block or slow speeds for specific Internet protocols or protocol ports (except to prevent security threats or malicious activity), in ways not prescribed by protocol standards, and does not otherwise speed up or slow down certain applications or classes of applications.

#### **Device Attachment Rules**

BIC supplies approved Internet modem devices to its customer, for which it may charge a fee. BIC may, at its sole discretion, also permit Customers to use their own devices to access the Internet service through BIC's network, such as a modem or WiFi router, in accordance with the Terms of Service and Acceptable Use Policy, but does not provide

technical support for Customer-supplied devices. BIC does not permit the connection of devices used as a server or to participate in illegal or harmful activity in violation of the residential Terms of Service or Acceptable Use Policy. Although BIC reserves the right to require device certification in the future, BIC does not currently require any specific certifications for Internet modems supplied by Customer.

### **Security**

As part of its regular network management practices, BIC uses several technologies and methods to protect the security of its network and customers. BIC virtually and/or physically separates each port on its network and may monitor for viruses, malware, and other harmful code or content that are known today or may become harmful. The current monitoring and threat management protocols do not close or block specific ports, but instead remove harmful traffic from the network.

## **2. Performance Characteristics**

### **Service Description**

BIC provides a summary of its service delivery and tier offerings [here](#). BIC strives to provide Internet access services at the highest possible speeds. Recent testing demonstrates that BIC's Internet access service consistently delivers at or above the "provisioned" speed for the particular service tier. BIC also provides a speed test during our initial installation and can direct customers to websites that administer speed tests so customers can test their connection for themselves.

### **Other Services on Our Network**

BIC currently provides only Internet access services to its customers over its network.

## **3. Commercial Terms**

### **Pricing and Other Fees**

For information about pricing and fees for BIC's various residential Internet tiers of service, please visit the [home page](#). Additional fees, such as for equipment rental, installation, and IP address provision, may apply. BIC does not currently impose data usage limits or fees for its residential services, but reserves the right to do so.

### **Privacy Policy**

BIC's privacy policy may be found [here](#).

### **Redress Options**

If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about BIC's Internet service, please contact BIC by email at [support@imagineinternet.net](mailto:support@imagineinternet.net) or by phone at 888-982-1220. BIC uses a ticketing process and will promptly address all issues raised.