

# OPEN INTERNET STATEMENT

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Bolt Internet is a wireless internet service provider that services most of Yavapai county Arizona. This disclosure is provided to comply with FCC rules FR Doc No: 2011-24259 Which can be found at this Link : <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>

These rules ask us to be Transparent with these points:

- Network Practices
- Congestion Management
- Application-specific Behavior
- Device Attachment rules
- Security Practices
- Performance Characteristics
- Privacy Policies

## **Bolt Internet Service Description**

We are a Terrestrial Fixed Wireless Provider. Terrestrial means we use towers, typically on hills or mountains near the service area. Fixed means the service is designed to be permanently attached to homes and businesses. We use the towers to beam wireless internet to our customer's location where we mount an antenna on the customer's structure and run an ethernet cable into the building to provide internet to them. At no time do we beam any information to space or use any sort of Satellite technology in our network or services. Bolt Internet does not do any metering, we also don't charge for network usage.

## **Network Practices**

Bolt Internet believes in the open internet. We do not prioritize or degrade any lawful content, applications or services. All lawful internet use is handled identically. Bolt Internet does reserve the right to block or degrade traffic that is harmful to the network such as uncontrolled UDP transfer that can be harmful to the performance of the network and degrade other customers' service.

## **Congestion Management**

Bolt internet does not employ any automated congestion management. We try to stay ahead of network growth to provide the best customer experience. As a rule, Bolt Internet does its best to balance costs and network saturation to provide premium services.

## **Application-specific Behavior**

Bolt Internet does not block or rate-control specific protocols or ports with the following exceptions:

TCP or UDP ports 23, 25, 53, 123, 137, 138, 139, 161, 445, 2000, 2010, 2020, 2222, 4443, 8291,

8728, 8729, 10001. These ports are blocked to protect the security of Customers' and Bolt's equipment from common attacks. Customers may request those ports to be opened if they agree to use proper firewalling techniques and anti-Spam practices. Incoming port 53 or DNS is blocked for security reasons if you want to operate an authoritative DNS server please contact below email. Other ports and services may be blocked as requested by the customer or to comply with operational or legal requirements restricting malicious activities. Customers must specifically request this service by contacting support@boltinternet.com.

## **Device Attachment Rules**

The Connection from Bolt Internet is handed off with a standard 10/100Mb or 10/100/1000Mb Ethernet connection. This may be connected to a customer's computer or router. Devices connected to the network **MUST NOT** send Spanning Tree (STP), or other types of Layer 2 network management protocols. Devices connected to the network **MUST NOT** send Layer 3 routing information such as OSPF, RIP, or BGP traffic to Bolt Internet equipment. Customers may not face a DHCP server toward Bolt Internet equipment. Bolt Internet will take steps to block DHCP responses coming from unauthorized servers, which may include disabling the customer's connection.

## **Security Practices**

Bolt Internet uses a number of tools and techniques to protect its network and subscribers from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to subscriber email accounts. Because the nature of external threats to the network is constantly evolving, Bolt Internet network security practices necessarily are dynamic and regularly changing. In general, these security practices should not have any effect on our subscribers' use of their network connections.

## **Performance Characteristics**

Bolt Internet offers a range of download speeds to residential subscribers varying from 1.5 Mbps to 25 Mbps (megabits per second). The network is designed to support these speeds to help ensure that every subscriber receives the speeds to which they have subscribed. Bolt Internet however cannot guarantee speeds at all times, as there are many factors and conditions beyond Bolt Internet's control that can affect Internet performance. Some of these external factors and conditions are:

- a. Performance of subscriber computer and/or router
- b. Type of connection to Bolt Internet Customer Premise Equipment (e.g. WIFI).
- c. Congestion of web sites and services on Internet.
- d. Web site or service limiting speeds on the Internet.
- e. Internet performance outside of the Bolt Internet Network.

Bolt Internet service plans are advertised as “up to” certain speeds reflecting performance under ideal conditions. Consumer grade connections cannot guarantee speeds or availability at all times.

## Customer Testing and Expectations

We at Bolt Internet support 2 different Speed-test solutions:

- <http://www.speedtest.net/>
- <http://www.dslreports.com/speedtest>

While the test results on these sites provide information regarding service speeds, they are not definitive as they are highly dependent on equipment and configuration found in the home network. Bolt internet recommends that you bypass and power off your router and test with a computer directly connected at the demarcation to eliminate all other traffic on your network and provide the truest speed test results.

Bolt Internet strives to provide each customer with the listed speeds, here is what to expect:

Plan Price	Plan Speed	Minimum Expectations
\$150.00	25 Mbps Download / 5 Mbps Upload	15 Mbps Download / 2.5 Mbps Upload
\$125.00	15 Mbps Download / 3 Mbps Upload	10 Mbps Download / 2 Mbps Upload
\$99.00	10 Mbps Download / 2 Mbps Upload	6 Mbps Download / 1 Mbps Upload
\$55.00	5 Mbps Download / 1 Mbps Upload	2 Mbps Download / .5 Mbps Upload
\$53.00	3 Mbps Download / .38 Mbps Upload	1 Mbps Download / .256 Mbps Upload
\$45.00	1.5 Mbps Download / .256 Mbps Upload	.768 Mbps Download / .2 Mbps Upload

**\*\*\* Not all Plans available in all areas \*\*\***

If your speeds are not up to minimum expectation for your plan please call us so we can look at your connection. We are unable to fix an issue that we do not know about. Tech support is available 7 days a week from 8am to 8pm at (928)717-2658.

## Privacy Policies

Network management practices do not routinely entail inspection of network traffic. Network traffic may be inspected as needed by Bolt Internet personnel in the ordinary course of diagnosing and correcting network issues. Network Traffic is not routinely stored or provided to outside parties. Network traffic may be captured, stored, or shared with equipment vendors for the purpose of diagnosing and repairing issues with network equipment or performance or to comply with law enforcement requests.

## **Redress Options**

Bolt Internet prides itself on providing great, local customer service. Bolt Internet uses a full-time technical support staff and Customer Relationship Management system to resolve any and all disputes. Bolt Internet works hard to have a live, local person available to answer all phone calls between 8am-8pm, 7 days a week at (928)717-2658. In the event that all phone lines are in use, customers are encouraged to leave a voicemail. Customers may also contact us at [support@boltinternet.com](mailto:support@boltinternet.com).