

Open Internet Policies

T6 provides Internet access services to subscribers located in Illinois and Wisconsin. Our Internet services are provided over the T6 fixed broadband wireless network system. We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression.

The purpose of this disclosure is to provide information regarding our network management practices and the network speeds and commercial terms of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with the open Internet policies and rules of the Federal Communications Commission. T6 does not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our subscribers as described below. This document is intended to be informational and does not replace or alter the legal terms and conditions of our service, which are found <http://www.t6b.com/>.

Network Management Practices

The T6 network does not block access to or discriminate against any lawful web site, application or service. All lawful Internet use is handled identically. T6 does not slow, throttle or shape one type of use over another.

Congestion Management.

T6 is committed to providing the best online experience possible for all of its subscribers. In order to ensure the best experience, in certain circumstances, managing the network is required. T6 Network Management techniques are tailored to ensure that under congested network conditions, all subscribers receive their fair share of the service.

Network Management is only activated when congestion is detected on the network. In regular intervals, network equipment is polled to identify what devices may be experiencing congestion. When a specific device is determined congested, the subscribers serviced from that/those network device(s) are analyzed and then managed based on plan and usage thresholds until the congestion has been alleviated, as described more fully below. Subscribers will still be able to do what they want online, in many cases activities may be unaffected, in other cases, subscribers may see reduced speed in downloads or uploads. No specific type of usage activity or subscriber aggregate monthly usage is targeted by these techniques. It is important to note that network management is temporary and based on dynamic network conditions.

Based on usage and service plan, all subscribers impacted by network congestion will be managed. For example, once network congestion is identified on specific equipment serving specific subscribers network management will be activated. A 10 mbps subscriber serviced from this "equipment" will be un-managed until per connection aggregate usage exceeds 50MB at which point the account will be reduced to 4 mbps down and 1 mbps up. In the event that 6 GB is exceeded then the speed on the account would be further reduced to 2 mbps down and 1 mbps up until the congestion was alleviated at which point the subscriber would return to normal and unmanaged access.

T6 also deploys “fair queuing” as a Network Management tool when congestion is present in the network. This is done by equally splitting available bandwidth across all active subscribers regardless of usage or service plan.

The Network Management practices described in this section are part of the “standard” T6 Network architecture. T6 acquires other broadband Internet networks on a regular basis and implements these practices as quickly as possible.

Equipment.

Subscribers may connect to the service with any lawful, non-harmful equipment of their choice. Subscriber equipment (typically a computer or home router) connects via Ethernet Cable to the T6 managed Customer Premise Equipment (CPE). The CPE receives the Internet wirelessly from a location near the subscriber rooftop.

Additional information regarding acceptable use of the T6 Service can be found here <http://www.t6b.com/AcceptableUsePolicy.pdf>

Network Security.

T6 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, T6’ 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.

Network Speeds

T6 offers a range of download speeds to residential subscribers varying from 1.5 mbps to 15 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. T6 however cannot guarantee speeds at all times, as there are many factors and conditions beyond T6’s control that can affect Internet performance. Some of these external factors and conditions are:

- Performance of subscriber computer and/or router
- Type of connection to T6 Customer Premise Equipment (i.e. WIFI)
- Congestion of web sites and services on Internet
- Web site or service limiting speeds on the Internet
- Internet performance outside of the T6 Network

T6 Internet packages are advertised as “up to” certain speeds reflecting performance under ideal conditions. Without purchasing an expensive “dedicated” Internet connection, no Internet Service Provider can guarantee package speeds at all times.

Prices and Other Terms of Service

T6 has multiple levels of Internet service available, and the price of each service level is set forth at http://www.t6b.com/Residential_Internet.html.

Internet Privacy Policies.

T6 values the privacy of our Internet subscribers and follows procedures to ensure that information we collect is reasonably protected. Additional details concerning the types of information T6 collects, how the information is used and your privacy rights can be found at <http://www.t6b.com/PrivacyPolicy.pdf>

Questions / Complaint Process

Questions and concerns regarding T6 Service or Network Management can be directed to <http://www.t6b.com/ContactUs1.php> or 815-547-3885.