OPEN INTERNET POLICY

Wahkiakum West Internet adopts this Open Internet Policy to promote the Internet as an open platform enabling customer choice, freedom of expression, end-user control, competition, and the freedom to innovate without permission.

No Unreasonable Discrimination: Wahkiakum West Internet does not unreasonably discriminate in transmitting lawful network traffic over a customer's broadband Internet access service, subject to reasonable network management. Reasonable network management practices are set out below.

No Impairment or Delay; No Discrimination: Wahkiakum West Internet does not:

- Discriminate among specific uses, or class of uses, of its network

- Impair, degrade or delay VoIP applications or services that compete with its voice services or those of its affiliates

- Impair, degrade, delay or otherwise inhibit access by customers to lawful content, applications, services or non-harmful devices

- Impair free expression by actions such as slowing traffic from particular web sites or blogs

- Demand pay-for-priority or similar arrangements that directly or indirectly favor some traffic over other traffic

- Prioritize its own application, services or devices or those of its affiliates

No Blocking: Wahkiakum West Internet does not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. Network management practices are set forth below.

Use of Network: In no case will Wahkiakum West Internet discriminate among customers on the basis of the type of content, applications, services or devices which the customer uses.

NETWORK MANAGEMENT PRACTICES

General: Wahkiakum West Internet manages its network to provide the best service possible to its customers. Wahkiakum West Internet cannot guarantee that it can prevent spam, viruses, security attacks, network congestion and other actions which can affect service, but does use various filters, monitoring efforts and other measures to minimize the effects of spam, viruses, security attacks, network congestion and other actions which can affect the service provided to customers.

Congestion: Wahkiakum West Internet has not experienced substantial problems with congestion. However, it may be possible that there are congestion events that may occur in the future, particularly as it may be related to the service capacity from third parties used by Wahkiakum West Internet to provide the customer with access to the world. Such service capacity is outside the control of Wahkiakum West Internet.

Where feasible, Wahkiakum West Internet will address congestion issues through improvements to its network or the capacity purchased from other providers needed to connect to the outside world. Such processes take time to implement and may not be feasible in all situations. Therefore, Wahkiakum West Internet reserves the right to monitor and identify which customer accounts are using the greatest amount of bandwidth during periods of heavy congestion and to work to provide solutions to address those issues. If a preferred solution cannot be worked out with the customer or customers, Wahkiakum West Internet reserves the right to manage the Internet traffic of high volume customers during periods of significant congestion. This means that the affected customers will still be able to access the Internet and engage in activities that they desire, but during certain periods of time they may experience conditions such as longer times to download or upload files, slower access and slower movements during online game playing. It is expected that any periods of traffic management due to congestion will be brief and infrequent.

APPLICATIONS AND DEVICES

Applications: Customers may use any lawful and commercially available application which they desire. Wahkiakum West Internet does not normally monitor the contents of the traffic or applications of the customers and undertakes no obligation to monitor or investigate the lawfulness of any specific application used by a customer. Wahkiakum West Internet will take steps regarding an application-specific behavior by a customer if there is a reasonable belief that the application will cause harm to Wahkiakum West Internet's network or is unlawful including, but not limited to, violating intellectual property rights.

Devices: A customer may use any lawful, compatible type-accepted and commercially available device which they desire on the network provided by Wahkiakum West Internet, as long as such device does not harm the network and is not unlawful.

SECURITY

Security: While we do provide an email filter, Wahkiakum West Internet undertakes no obligation to monitor or protect customer traffic from spam, viruses, denial of service attacks or other malicious, unlawful or unwarranted activities. Wahkiakum West Internet does not guarantee that it can protect customers from any or all security breaches. The customer is using this service at its own risk. Customers are cautioned to purchase their own spam filtering, ransomware, and antivirus software from commercial vendors to meet their needs. However, a customer that is subject to spam, virus, denial of service attack or similar malicious, unlawful or unwarranted activities is urged to contact Wahkiakum West Internet as soon as possible. Wahkiakum West Internet will work with the customer on how the customer can take appropriate and economically reasonable efforts to address the matter.

TERMS AND CONDITIONS

<u>Other Matters</u>: Terms and conditions for use are found in Wahkiakum West Internet's Internet Service Agreement at www.wahkiakumwest.com/internet/internet-service-agreement/ and the Acceptable Use Policy (AUP) at www.wwest.net/Acceptable Use Policy.pdf. The terms and conditions of the Internet Service Agreement and the AUP control to the extent there is any inconsistency with this Policy.

PERFORMANCE CHARACTERISTICS

The pricing and levels of service provided by Wahkiakum West Internet can be found at www.wahkiakumwest.com/internet. The service provided is a DSL type of service consisting of fiber optic and copper digital facilities or a fiber based service where available. Expected access speeds in the DSL portions of the network range from 5 megabytes per second down and 1 megabyte per second up to 10 megabytes per second down and 1 megabyte per second up, depending on the actual lengths of the respective fiber trunks and copper lines. Fiber based packages range from 30 mbps down and 15 mbps up to 300 mbps down and 65 mbps up. When its service is not available, Wahkiakum West Internet offers satellite service through Wild Blue. Information about Wild Blue's service is available at Wahkiakum West Internet's web site. Latency is not a significant issue with any of the packages offered by Wahkiakum West Internet.

However, actual access speeds and delay times or latency are impacted by the length, capacity and congestion of transport facilities purchased by Wahkiakum West Internet from third party providers. Wahkiakum West Internet cannot guarantee that it will be able to obtain capacity from these third party providers at commercially reasonable prices if and when additional third party capacity is needed to reach Internet nodes.

Wahkiakum West Internet's ability to deliver the speeds set forth above may be affected by significant use of specialized services such as Internet-based video services. This is a growing area and its effect on Wahkiakum West Internet's ability to provide service at the speeds listed above are unknown at this time.

Subject to network management considerations, Wahkiakum West Internet does not impose data caps.

PRIVACY

As a general statement, Wahkiakum West Internet does not usually entail inspection of network traffic. Wahkiakum West Internet does retain and store certain traffic information for time periods required by federal and state law, including, but not limited to, the identity of the customer using a particular IP address during a specific period of time. Wahkiakum West Internet does assist law enforcement and provides traffic information that it may have available to it when requested pursuant to the Communications Assistance for Law Enforcement Act, the Foreign Intelligence Surveillance Act and other applicable national and state security and criminal statutes.

WAHKIAKUM WEST INTERNET DOES NOT COLLECT, STORE OR USE TRAFFIC INFORMATION TO PROFILE ITS CUSTOMERS IN ORDER TO SELL ADDITIONAL SERVICES TO THEM OR FOR NON-NETWORK MANAGEMENT PURPOSES.

COMPLAINTS

If a customer has complaints about the service, they are urged to contact Customer Service 360-465-2211, or support@wwest.net . A customer always has the right to file a complaint with the Federal Communications Commission at www.fcc.gov. If you feel you are a victim of identity theft, you should contact the Federal Trade Commission at IdentityTheft.gov.

RESERVATION OF RIGHTS/AMENDMENTS

In the event of any conflict between material found on other links on Wahkiakum West Internet's web site and this Open Internet Policy, the more specific terms at the other links shall control.

Wahkiakum West Internet may modify this Policy and other policies it has linked for the customer from time to time at its discretion. Notice of such changes will be posted on this web site. However, individual notice to customers, content providers, application providers, service providers or device providers by any means whatsoever shall not be provided unless specifically required to by federal or state law. Notice of changes will be provided in advance normally upon a thirty day basis. However, Wahkiakum West Internet reserves the right to use a shorter notice period when circumstances so warrant.

September 2020