

Open Internet Principles of Autophone of Laredo

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC's rules focus on four primary issues:

- Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

Network Practices

ISPs must disclose their network practices, specifically in the four general areas listed below. ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management. ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination. The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

Congestion Management: Network congestion is avoided by closely monitoring our network's backbone, which is based on carrier grade licensed equipment. Autophone of Laredo maintain transport capacity at least 60% higher than required, if more capacity is needed, new equipment is installed. Autophone of Laredo's network backbone is all OSPF routed, MPLS based with multi path trajectories, using Traffic Engineering techniques to dynamically distribute data through different paths and avoiding

congestion. Autophone of Laredo has implemented BGP metrics, communities and preferences on the upstream connections with its Tier-1 providers.

Application-Specific Behavior: Autophone of Laredo blocks some common known virus ports, to protect our network and our customers from excessive connections. The following measures are used:

- Limit excessive connections (250 per IP), can be increased by number per customer written letter with justifying request
- Block SRC (source) and DST (destination) logons IP's requests;
- Block IP's doing port-scanning internal or external;
- Limit amount of P2P Peer to Peer connections to 50 per IP, can be increased by number with customer written letter with justifying request;
- Block some WAREZ software connections;
- Block INVALID TCP/UDP connections;
- Block TCP/UDT connections with SRC port =0 and/or DST port=0;
- Block/detect the following TCP ports 67, 68, 69, 111, 2049, 3133, 20034 and UDP ports 69, 111, 2049, 3133 to help avoid TFTP, RPC Portmapper, NBT, CIFS, NFS, NetBus, BackOriffice, DHCP;

Autophone also blocks ports to protects its customers against well-known viruses, Autophone can open some ports for a specific customer via written letter and justifying request.

- Blasterworm: 135-139, 445, 593, 1024-1030
- MyDoom: 1080, 1214, 3127, 3128, 10080
- NDMRequester: 1363, 1364
- ScreenCast: 1368
- HROMgrafx: 1373
- CICChild: 1377
- Dumaru.Y: 2283
- Beagle worm: 2535, 2745, 8866
- BackdoorOptixPRO: 3410
- Sasser: 4444, 5554
- Dabber: 9898
- Kuangz: 17300
- Suseven: 27374
- PhaBot, AgoBot, GaoBot: 65506
- ** May add more ports to this list if required.

All applications are treated equally, Autophone of Laredo doesn't inhibit or favor any particular type of application. Autophone of Laredo may add cache systems to improve user browsing experience

Device Attachment Rules: All applications are treated equally, Autophone of Laredo doesn't inhibit or favor any particular type of application. Autophone of Laredo may add cache systems to improve user browsing experience

Security: All of Autophone of Laredo's backbone and last-mile delivery infrastructure is encrypted with at least WPAS2-AES encryption algorithm, also the customer connections are PPPoE tunnels only visible to the /32 IP belonging to it. Autophone of Laredo maintains industry standard engineering practices to secure its network. On the customer's side of the network, Customers are responsible for implementing reasonable security precautions, including using standard anti-virus programs,

Performance Characteristics

ISPs must disclose the following network performance characteristics:

Service Description: Autophone uses microwave radio links, point to point for the backbone, and point to multipoint for the last-mile delivery. All of Autophone of Laredo's backbone is carrier-grade licensed equipment, the last-mile delivery is unlicensed band. All the network is OSPF routed, MPLS transported and with TE. Autophone of Laredo connectivity to the internet is via two Tier-1 carriers and is using BGP for redundancy.

The expected speed depends on the service plan, if it is a "dedicated service" the expected speed is the same as the contracted speed, "best-effort service" plans the expected speed is at least 60% of the contracted speed. Transit times to cross Autophone of Laredo's network are guaranteed to be less than 70 ms and average less than 20 ms. With proper end-user device configuration, and no service saturation, all of Autophone of Laredo's Internet packages are suitable for real-time services.

Impact of Specialized Services: Autophone of Laredo doesn't sell Specialized Services at this time.

Commercial Terms

ISPs must disclose the commercial terms of its broadband Internet access service including those listed below.

Pricing:Please visit: <http://www.autophone.net/services/internet-services> for updated pricing information.

Privacy Policies: Autophone of Laredo doesn't store customers browsing information. Network management does entail inspecting the type, but not the content, of network traffic. Autophone of Laredo does not provide any information about traffic to third parties nor do we use any traffic information for non-network management purposes. For more information, please review Autophone of Laredo's privacy statement located at <http://www.autophone.net/images/Privacy-Statement-Policy-Sep-2013.pdf>.

Autophone reserves the right to monitor bandwidth, usage, transmissions and content for purpose of protecting the integrity of the network. Autophone of Laredo may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. Autophone of Laredo may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connection with uploading, downloading or streaming data to and from the Internet. Network traffic, activity, performance information, and equipment information monitored or collected is for the sole purpose of reasonable network management purposes.

Autophone will comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if Autophone of Laredo determines, in its sole discretion, that such a disclosure is necessary or required. Autophone of Laredo may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers.

Redress Options: Autophone of Laredo maintains and manages a technical support staff to handle trouble reports, acceptable use violations, and other service inquiries.

FCC Notice

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

Additional Disclaimers

The Open Internet Rules, as adopted, and these Open Internet Principles are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet Access Service Providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of the company, rights holders, and end users. Furthermore, the FCC's Open Internet Rules, as adopted, and this company's Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Acceptable Use Policy.