



Wyandotte Municipal Service Open Internet Disclosure Statement

March 2019

The Federal Communications Commission (“FCC”) requires that we provide you with the following information regarding Wyandotte Municipal Service’s broadband internet access services, including information regarding any network management practices that we employ, the performance characteristics of our services, and the commercial terms of our service offerings. The disclosure is intended to provide current and prospective subscribers (“end users”) and providers of “edge” products (i.e., providers of content, applications, service and devices accessed over or connected to our broadband internet access service) with sufficient information to make informed choices regarding the use of such services.

The information provided below applies solely to the portion of our network that provide our users broadband internet access. Other portions of our network may be used to provide other services, such as video entertainment or phone service, each of which are subject to their own terms and conditions of service. In addition, Wyandotte Municipal Service may enter into arrangements to provide Internet service to third party establishments who then may offer such service to their customers, guests, or others. Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be adopted by such third-party operators in connection with their provision of Internet service to others.

The information provided herein may be revised from time to time as WMS deems appropriate and should be read in conjunction with WMS Internet Service Agreement and associated Service-specific addenda; Acceptable Use Policy and other policies and practices as published on our website at www.wyan.org.

In order to keep the Internet free and open to consumers accessing lawful content, WMS does not block, throttle or allow prioritization (affiliated or paid) Internet traffic. WMS does employ reasonable network management practices, as outlined below, to ensure the network is not negatively affected.



NETWORK PRACTICES

Congestion Management. WMS currently offers four levels of broadband. These levels are:

Basic Light- 6 Mbps available downstream and 2 Mbps available upstream
Turbo 100- 100 Mbps available downstream and 10 Mbps available upstream
Turbo 150- 150 Mbps available downstream and 15 Mbps available upstream
Turbo 300- 300 Mbps available downstream and 20 Mbps available upstream

WMS does not adjust or manage our user's individual use of their capacity, but the actual use by an end user can affect the user experience. **Downstream** refers to the information coming to you from the network and **upstream** refers to the information going from you to the network. The user experience can be negatively impacted when the end user attempts to run too many tasks simultaneously or by individual tasks from multiple end user devices that utilize 100% of the end user's capacity. For example, uploading large files to cloud-based back up servers may occupy 100% of the end user's upstream capacity. This could preclude the end user from running other network-related tasks while the file is uploading. It also should be noted that use of wireless networking technology, whether provided by WMS or the customer's own equipment, adds latency and decreases the overall downstream and upstream speeds to websites or services residing off that internal network.

The Wyandotte Municipal Service network, as a whole, is shared among its users and has a set capacity for downstream and upstream usage. While we do not manage an individual end user's capacity, we may take action to manage the capacity of the entire network or part of the network if an end user's actions unreasonably impact the ability of others to use the network. For example, we may employ reasonable network management practices to protect against security threats or denial of service attacks that can negatively affect our network and may cause service degradation. End users can minimize the possibility of these problems by maintaining an up-to-date anti-virus program on their computer and following common sense practices like avoiding unsolicited attachments from unknown senders.

Usage Limits. Wyandotte Municipal Service reserves the right to manage network usage to ensure that the activities of a small number of customers do not degrade, inhibit or interfere with the use of our network. The goal is to ensure that all users have reasonable access to the network at all times. While customers may use all the bandwidth they wish, there are additional charges imposed if users exceed the monthly bandwidth allotted in their internet

service package. See terms and acceptable use documents at www.wyan.org for more details.

Application Specific Behavior. Wyandotte Municipal Service does not discriminate against or prevent users of its broadband internet service from accessing lawful content or services; running lawful applications and services of their choice; or connecting their choice of legal devices, so long as such applications, services and/or devices do not harm the network or the provision of broadband Internet access service, facilitate theft of service, or harm users of the service. Moreover, WMS does not impair or degrade specific content, applications, services or non-harmful devices so as to render them effectively unusable, subject to any reasonable network management practices described herein.

Wyandotte Municipal Service reserves the right to employ reasonable network management practices to prevent specific harmful or illegal activity, such as the dissemination of viruses or other malicious code or the transfer of child pornography or other unlawful content.

Device Attachment Rules. Cable modems attached to the Wyandotte Municipal Service Network must comply with DOCSIS standard 3.0 to be used with our broadband internet service. WMS charges a modem lease fee for customers who wish to rent a modem in conjunction with our service rather than purchase their own from a third party. A list of compatible modems is available at www.wyan.org.

Security. Wyandotte Municipal Service employs certain practices to ensure the security of our customers and our right to protect our network. These include practices intended to protect WMS servers as well as our end users against Denial of Service attacks and to prevent harmful activities such as the spread of viruses, spam, and identity theft. We currently block the following ports which are known to be used to these ends:

TCP 135
UDP 135
TCP 137
TCP 139
TCP 445
UDP 445
TCP 707
UDP 2048
UDP 2745
TCP 2745



TCP 5554
TCP 9898
TCP 9996
UDP 1900

As technologies continue to change and evolve, new viruses and other security threats develop all the time. As such, this list of blocked ports is subject to change at any time without notice.

Service Description. Wyandotte Municipal Service offers a variety of levels of broadband internet service tiers with varying targeted speeds and features. The features, pricing and other commercial terms of our service offerings are modified from time to time. Each package is priced to reflect the particular speed and features of that package. Full descriptions and pricing information for all currently available packages are available at www.wyan.org.

The FCC requires that we disclose information regarding the expected and actual speed and latency of our Internet access service offerings. Latency measures the average time it takes for a data packet to travel from one point on a network to another. It is typically measured by round-trip time utilizing milliseconds. While latency generally does not have a significant impact on day-to-day Internet usage, certain applications may be particularly affected by latency, such as high-definition multiplayer online games.

Our advertised speeds are estimates that we target to achieve for our customers. Wyandotte Municipal Service cannot guarantee that a customer will achieve those speeds at all times. The actual speeds achieved by customers may vary based on a number of factors, including but not limited to: (a) the performance and capabilities of customer's device; (b) the connection between a customer's device and modem, such as the use of wireless routers; (c) variances in network usage; (d) the distance a packet of information must travel from the customer's computer to its final destination on the Internet; (e) congestion or variable performance at a particular website or destination; or (f) performance characteristics of transmissions over the Internet that are outside of our control.

There are a number of available tools online that customers may utilize to measure Internet performance. One of the available tools is operated by Ookla Inc. and is available at <http://speedtest.net/>. Please note that all speed tests have biases and flaws and should be considered a guide rather than a conclusive measurement of performance. Ookla, Inc. reported the following test results for the following service tiers:

Test Date: March 13, 2019

6 Mbps Download x 2 Mbps Upload
Downstream: 6 Mbps
Upstream: 2 Mbps
Latency: 7 ms

100 Mbps Download x 10 Mbps Upload
Downstream: 101 Mbps
Upstream: 9.7 Mbps
Latency: 7 ms



150 Mbps Download x 15 Mbps Upload
Downstream: 152.7 Mbps
Upstream: 15 Mbps
Latency: 8 ms

300 Mbps Download x 20 Mbps Upload
Downstream: 307 Mbps
Upstream: 19.4 Mbps
Latency: 8 ms

Impact of Specialized Services. The FCC's "Open Internet" rules distinguish between our broadband internet service and "specialized services" that share capacity with our broadband Internet access services over our last-mile facilities. Examples of these "specialized services" may include Wyandotte Municipal Service's home and business phone services which utilize Voice over Internet Protocol ("VoIP") technology. Use of these services, which are not subject to the same rules as our broadband Internet access services, share bandwidth with our internet service and because of the nature of the service may sometimes receive priority on our network. As a result, increased use of these services may affect our broadband internet service at certain times.

WMS monitors the impact of these services on our network to minimize their impact on our broadband internet service.

COMMERCIAL TERMS

Pricing. Wyandotte Municipal Service offers multiple tiers of broadband internet access. The current pricing and other terms and conditions of the various tiers, including fees associated with early termination or additional network services is available at www.wyan.org or can be obtained by calling our office.

Privacy Policy. We value the privacy of our customers. The personal information that you provide to WMS is NOT sold and/or shared with any third party, and is guarded as securely as possible by Wyandotte Municipal Service.

Redress Options. If you have any questions or concerns regarding your service, please contact our customer service department at 734-324-7190. Customers may also email us at talk2wms@wyan.org.

Written complaints may be sent via U.S. mail to: Wyandotte Municipal Service, 3200 Biddle Suite #200, Wyandotte, MI, 48192, Attention: Wyandotte Cable. The FCC has established procedures for addressing informal and formal complaints relating to its "Open Internet" rules. For information concerning these procedures, please refer to the FCC's website at www.fcc.gov/guides/getting-broadband.