

# Open Internet Statement

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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

Invisalink Wireless does not employ specific network congestion management practices. By this we mean that Invisalink Wireless does not have automatic systems that make changes to network routing or individual customer bandwidth and/or latency based on network congestion.

Invisalink Wireless reserves the right to temporarily block or throttle internet traffic to customers who do not meet our acceptable use policy as outlined at [www.invisalink.net](http://www.invisalink.net)

Invisalink Wireless currently does not impose data/usage limits. If that policy changes, Invisalink will publish the usage limits (specified in gigabytes of data transfer per month) with each of its pricing and service descriptions.

## Application-Specific Behavior

Invisalink Wireless does not block or rate-control specific protocols or ports with the following exceptions: All port 25 SMTP connections to and from customers, except those from customers who request SMTP connection access and that agree to abide by anti-spam laws and best practices.

Other ports and services may be blocked as requested by the customer or to comply with legal requirements restricting malicious services. A high priority feature is available to subscribers wishing to use Voice over IP (VoIP) services. This Quality Of Service (QOS) mechanism can be used to give priority to a specific class of traffic. Note that the QOS feature is used to prioritize a portion of the individual customer's traffic over that same customer's standard traffic. Priority traffic does not allow the customer to exceed the individual customer rate limit. Customers must specifically request this service by contacting [techsupport@invisalink.net](mailto:techsupport@invisalink.net)

## Device Attachment Rules

The customer hand-off from Invisalink Wireless is a standard 100Mb Ethernet connection. This may be connected to a customer's computer or router. Devices connected to the network MUST NOT send Spanning Tree (STP), Rapid Spanning Tree (RSTP) 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 Invisalink Wireless equipment.

## Security

Invisalink Wireless employs industry standard methods to ensure the privacy of its end users.

## Performance Characteristics

ISPs must disclose the following network performance characteristics: Service Description:

Fiber optic Internet: Invisalink Wireless provides fixed service over fiber-optic cable and copper facilities using Active Ethernet technologies. Speeds are available from 10M x 10M to 1G x 1G.

Fixed Wireless: Invisalink Wireless provides fixed wireless Internet access based on 802.11 a,g,n standards that have been enhanced for fixed terrestrial wireless broadband service. Expected access speed is at or better than specified in the service description at [www.invisalink.net](http://www.invisalink.net) Speeds specified are configured as rate limits and are not in any way guaranteed. Service plans specifying a burst feature indicate that speeds in excess of the basic service rate may be available, but are not guaranteed.

Latency from our network borders to customer locations is expected to be <60 ms but is not guaranteed. All services should be acceptable for most real time applications, provided the application bandwidth requirements do not exceed the service plan rate limits.

## Impact of Specialized Services

Invisalink Wireless network management does not discriminate against or favor VoIP services from Invisalink Wireless any differently than those from other providers.

## Commercial Terms

ISPs must disclose the commercial terms of its broadband Internet access service including those listed below. Pricing: Monthly prices, usage limits and other fees are described at <http://www.invisalink.net> under their respective heading.

## Privacy Policies

Network management practices do not routinely entail inspection of network traffic. Network traffic may be inspected as needed by Invisalink Wireless 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. The Invisalink Wireless Privacy Policy is published online at <http://invisalink.net>

## Redress Options

Invisalink Wireless prides itself on providing quality customer service. Invisalink Wireless uses U.S. based, English speaking customer support for dispute resolution. Invisalink Wireless employs a full time technical support staff. Invisalink Wireless works hard to provide a reasonable response time to answer all phone calls and tech support voice mail customer messages. In the event that all phone lines are in use and/or a call is made during non-office hours, customers are encouraged to leave voicemails. All phone call voicemails and/or emails to Invisalink Wireless Tech Support or [techsupport@invisalink.net](mailto:techsupport@invisalink.net) will generally be responded to within 24 hours. Network Emergencies, Acts of God including storm damage, power outages and/or any major catastrophe can interfere with this response time.

## 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 Terms of Service.