



## OPEN ACCESS STATEMENT

### Commitment to Broadband Access Customers

The Internet has the ability to transform our society, our economy, and our way of life. To realize its full potential, however, the Internet must be universal, in that it must be available and affordable to consumers everywhere. The Internet also must be open, in that the Internet ecosystem must enable consumers to exchange ideas and communicate freely, give them freedom to access the lawful applications and content they want to use, and afford them the ability to choose and assemble packages of services and equipment that meet their needs. The Internet must respect privacy, so that consumers are in control of how, when, and by whom their private information is used. And the Internet must be safe, so that networks and services are protected from harm and consumers are secure when they go online.

Below are Dragonfly Internet's commitments in compliance with the FCC's "Open Internet" Rules:

- We will not prevent you or other users of our service from sending and receiving the lawful content of your choice; running lawful applications and using lawful services of your choice; or connecting your choice of legal devices that do not harm the network or the provision of Internet access service, facilitate theft of service, or harm other users of the service.
- We will not unduly discriminate against any lawful Internet content, application, or service in a manner that causes meaningful harm to competition or to you or other users of our service.
- We will continue to disclose accurate and relevant information in plain language about the characteristics and capabilities of our service offerings so you and other users of our service can make informed choices.
- We will disclose the types of practices that we use to manage our network, consistent with standards to be developed by industry Technical Advisory Groups; we reserve the right not to disclose technical details that would undermine the efficacy of these practices.
- We will continue to offer you an open Internet access service as described above, so that option will remain available to you even as we continue to innovate and create new services so that we may also offer you other online options to meet your needs. If and when we provide other online services, we will continue to disclose to you the characteristics, capabilities and terms of our various service offerings. That way you may distinguish between them as you choose whether, which and how many of our services you wish to use or purchase.

Note: During times of unusual network congestion we may automatically prioritize some Internet traffic over other types. This is done on a network-wide scale and does NOT target individual subscribers. The following list represents our traffic prioritization hierarchy:

- Highest Priority: Voice Over IP (VOIP), Virtual Private Network (VPN) and Secured Traffic, Web Applications, File Transfer (FTP), Streaming Applications (Video), Peer to Peer (P2P)
- Lowest Priority: All Other Traffic

**Broadband Fact Sheets Are Available at: [www.dragonfly.net](http://www.dragonfly.net)**

### **Want to contact us?**

If you have any questions, suggestions or wish to contact us, please reach us as follows:

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