dishNET Wireline L.L.C. Internet Service Disclosure

This Internet Service Disclosure provides information about dishNET Wireline L.L.C.'s ("dishNET") high-speed Internet access service pursuant to Federal Communications Commission rule 47 C.F.R. § 8.1.

Name of filer: dishNET Wireline L.L.C.

FCC Registration Number: 0010436087

Type of service: Wired residential high-speed Internet access service

Effective date: June 11, 2018

The information contained in this Internet Service Disclosure is provided for informational purposes only and may be changed at any time, without notice. This Internet Service Disclosure is the first disclosure being made pursuant to the FCC's *Restoring Internet Freedom* Order, FCC 17-166.

Network Management Practices

- **Blocking:** dishNET does not block, prioritize, or degrade any Internet sourced or destined traffic based on application, source, destination, protocol, or port unless it does so in connection with a security practice described in the Security Policy section below.

- **Excessive Use Policy:** dishNET's high-speed Internet access service is subject to a 1.0 terabyte (TB) monthly data usage limit. This limit applies to all uploaded and downloaded data.

  dishNET does not currently charge customers a fee for excessive data usage. Customers may be notified by dishNET if they exceed the monthly data usage limit.

- **Congestion Management Policy:** Typically, if dishNET customers encounter any congestion, it is during the hours of peak usage - between 7 p.m. and 11 p.m. local time. During peak hours, the majority of residential customers are attempting to use the Internet simultaneously, giving rise to a greater potential for congestion.

  When network congestion is identified, various techniques may be used to create a good customer experience. These network management techniques may include preventing virus/spam delivery to customer email accounts. In some cases, there may be limitations on the number of customers that can be served on a particular network node until additional capacity can be added. In rare cases, if necessary, service to a particular customer may be downgraded or disconnected.

- **Application-Specific Behavior:** dishNET customers receive full access to all of the lawful content, services, and applications that the Internet has to offer, subject to the measures outlined in the Security Policy section, below.

- **Device Attachment Policy:** Customers must purchase the dishNET modem provided with our service, but are able to change later to a different modem. dishNET customers may attach legal devices of their choice to the modem.

- **Security Policy:** In order to provide customers with a secure online experience, dishNET's high-speed Internet access service may employ certain industry-accepted security practices. These tools and practices may change from time to time to keep up with the new and innovative ways that customers use the network and to keep up with changing network technologies.

When malicious behavior is identified, various techniques may be employed to help provide a positive customer experience. Such security management techniques include blocking viruses, spam email, and malicious/phishing sites.

Specific security practices may include but are not limited to:

IP Spoofing Prevention: Security measures may be employed to prevent an attacker within the network from launching IP spoofing attacks and flooding the network with unwanted data that can cause congestion.

Denial of Service (DoS)/Distributed DoS (DDoS) Monitoring and Mitigation: Security measures may be employed to prevent someone within the network from launching DoS or DDoS attacks to ensure that customers can access the Internet when needed.

Port 25 Blocking: Filters in use on the network filter port 25 to reduce the spread of email viruses and spam email. Port 25 filtering is a recognized Internet industry best practice for service providers to filter e-mail traffic.

UDP Port 1900 Blocking: User Datagram Protocol (UDP) port 1900 may be filtered to prevent DoS attacks across the network.

Performance Characteristics

- **Service Description:** dishNET's high-speed Internet access service speeds are based on an advertised "up to" connection speed. The actual throughput a customer experiences may vary.

  The service speed is provisioned between the network device and the in-premises modem and may vary due to physical condition of the line and other factors. The percentage of throughput achieved will vary depending on the amount of bandwidth the network uses in delivering service to you, as well as other factors outside of dishNET's control such as customer location, the quality of the inside wiring within the home, the websites accessed by the customer, usage of the network during peak periods of the day and the customer's equipment within the home or premises.

  Latency (the time it takes for a data packet to travel from one point to another in a network) is also highly variable depending on the network path, other providers in the path, as well as the actual distance to the destination and performance of the end destination servers. Packet loss (the percentage of packets that are sent by the source but not received by the destination) is also highly variable.

- **Impact of Non-Broadband Internet Access Service Data Services:** dishNET does not at this time offer non-broadband Internet access data services.

Commercial Terms

- **Price:** dishNET high-speed Internet access service is no longer available to new customers. Existing customer pricing plans vary based on when service was first purchased.

- **Privacy Policy:** dishNET's privacy policy is accessible at the following link: https://www.dish.com/service-agreements/

- **Redress Options:** If you have any questions or concerns regarding your dishNET service or this disclosure, you may send an email to: executivecustomerservice@dish.com

Please include the following information:
Subject Line**:** Broadband Management Disclosure
Name and service address
A brief summary of the nature of your concern

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