

RIVIERA COMMUNICATIONS

NETWORK TRANSPARENCY STATEMENT

Riviera Cellular & Telecommunications, Inc. d.b.a RIVIERA COMMUNICATIONS ("RC") provides this Network Transparency Statement in accordance with the FCC's Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about RC's other policies and practices concerning broadband are available at www.rivnet.com ("RC Website").

RC engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. RC's goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. RC wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

RC's network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that RC uses to manage its network.

A. RC's Network Transparency Disclosures

RC uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. RC believes in full transparency and provides the following disclosures about its network management practices:

1. **Blocking:** RC does not block or discriminate against lawful content.
2. **Throttling:** RC does not throttle, impair or degrade lawful Internet traffic.
3. **Affiliated Prioritization:** RC does not prioritize Internet traffic and has no plans to do so.
4. **Paid Prioritization:** RC has never engaged in paid prioritization. We don't prioritize Internet for consideration to benefit particular content, applications, services or devices. RC does not have plans to enter into paid prioritization deals to create fast lanes.
5. **Congestion Management:** RC monitors the connections on its network in the aggregate on a continuous basis to determine the rate of utilization. If congestion emerges on the network, RC will take the appropriate measures to relieve congestion.

On RC's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on RC's network.

Customers using conduct that abuses or threatens the RC network or which violates RC's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

RC's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. RC's network management practices do not relate to any particular customer's aggregate monthly data usage.

RC monitors its network on a continuous basis to determine utilization on its network. RC also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, RC provides notification to the customer via email or phone. If a violation of RC's policies has occurred and such violation is not remedied, RC will seek to suspend or terminate that customer's service.

6. Application-Specific Behavior: Except as may be provided elsewhere herein, RC does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with RC.

7. Network Security: RC knows the importance of securing its network and customers from network threats and annoyances. RC promotes the security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. RC also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email. Spam files are automatically deleted if not accessed within fifteen (15) days.

As its normal practice, RC does not block any protocols, content or traffic for purposes of network management, but RC may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

B. Network Performance

1. Service Descriptions

RC deploys Internet access to its subscribers through hardwired broadband access via DSL and Fiber.

2. Network Performance

RC makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by RC's network. RC measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. RC is also required by the FCC to test a random set of customers for speed and latency periodically during the year. This transparency statement discloses that RC will perform these tests. If additional equipment is required for a selected customer for this testing, RC will contact the customer to schedule installation of the equipment.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond RC's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a RC broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen RC broadband plan.

For the wireless service, RC measures Signal Strength, Noise, Throughput and Capacity for transmission rates every 15 min. For DSL, Fiber and T1 service, RC measure bit Error Rate (BER) every 5 min. All services are best effort.

RC tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed.

Customers may also test their actual speeds using the speed test located on our website at www.rivnet.com on RC's website and may request assistance by calling our business office at 877-296-3232 or by email at rtc.ofc@rivnet.com.

Based on the network information RC receives from its monitoring efforts, RC's network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, RC has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment. RC reports the results of this testing below. This result applies to both upload and download data rates:

DOWNLOAD & UPLOAD SPEEDS, LATENCY

DOWNLOAD SPEEDS

SPEED TIER	ACCESS SPEEDS
5Mbps	5.8
7Mbps	7.5
8Mbps	8.7
10Mbps	10.8

UPLOAD SPEEDS

SPEED TIER	ACCESS SPEEDS
1 Mbps	1.25

LATENCY

SPEED TIER	LATENCY (PEAK TIMES)
5Mbps	35
7Mbps	34
8Mbps	33.7
10Mbps	34.9

3. Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities. At this time, RC is not offering any non-BIAS data services.

C. Commercial Terms

Pricing and additional service information may be found at www.Rivnet.com

In addition to this Network Transparency Statement, patrons may also find links to the following on the RC Website:

- [Privacy Policy](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact RC at:
 Business Office at 361-296-3232 or toll free 1-877-296-3232
 Email at rtc@rivnet.com