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A Tulalip Tribes Company

Salish Networks Network Management Policy

Introduction
Salish Networks is committed to providing robust, reliable internet service to all of our subscribers. This Network Management Policy is designed to disclose the network practices, performance characteristics, and commercial terms of our internet access services, consistent with the FCC's Open Internet Rules.

Network Practices
Congestion Management: Salish Networks employs advanced network management practices to manage congestion and ensure that all customers experience high-quality internet access. When the network experiences high traffic, we may prioritize critical services such as emergency communications and public safety messages.
Application-Specific Behaviors: No lawful applications or devices are blocked or rate-controlled, but we may prioritize certain time-sensitive data (such as voice over IP or streaming video) to ensure quality of service.
Device Management: Customers are free to use any lawful, non-harmful devices with our services, provided that such devices are compatible with our network and do not harm the network or degrade service to other customers.

Security Measures
To protect the security and integrity of our network, Salish Networks implements a range of security measures, including but not limited to anti-malware defenses, anti-DDoS technologies, and firewalls. These measures are intended to protect our customers from malicious and unwanted internet traffic.

Performance Characteristics
Service Description: Salish Networks offers broadband internet access service via DSL, fiber optics, DOCSIS technologies.
Impact of Management Practices: Our congestion management practices are designed to have minimal impact on the end-user experience but may be noticeable during peak usage times.

Commercial Terms
Pricing and Fees: Details on pricing, fees, and any potential charges for network enhancements are fully disclosed in our customer agreements and on our website.
Privacy Policy: Customer privacy is of utmost importance. Our privacy policy, available on our website, outlines the types of information we collect and how it is used and protected.

Redress Options
Customers with complaints or concerns regarding the network management policy can contact customer support at customerservice@salishnetworks.com. We commit to reviewing each inquiry promptly and fairly.

Policy Review and Revision
Salish Networks reserves the right to update this policy as necessary to provide the best possible internet service to our customers. All changes will be communicated through our website and direct communications where applicable.

Conclusion
Salish Networks remains dedicated to providing an open internet experience for all users, ensuring transparency, fairness, and respect for customer rights. We welcome feedback and questions about this policy and our services.