



Reliance Connects Net Neutrality Statement

Cascade Access LLC dba Reliance Connects (hereinafter called Reliance Connects) has an open network, which enables consumer's choice, freedom of expression, user control, and the freedom to innovate. Reliance Connects will not block lawful content, applications, services, or non-harmful device, subject to reasonable network management. Reliance Connects will not unreasonably discriminate in transmitting lawful network traffic over a consumer's Internet access service. Our Network management described below shall not constitute unreasonable discrimination. Reliance Connects reserves the right to perform necessary network management operations, both in the form of routine equipment maintenance and in necessary traffic grooming to ensure fair access for all users of the system. Routine network and equipment maintenance will always be performed in the least disruptive way possible; however it is possible that network or equipment maintenance may interrupt service temporarily. This work will generally be performed after normal business hours. Traffic grooming is the process of reducing the overall speed of a user's connection to the network in order to ensure that all users have fair access to the network. Under normal use, even heavy network users would not be affected by this. Uses that might be affected would be those that unlawfully share copyrighted material, have viruses, or engage in other similar harmful activities. Reliance Connects does actively monitor the overall usage per customer, and each instance is reviewed on a case by case basis.