

Network Management and Open Internet Disclosure

Last updated: September 25, 2026

This disclosure is issued by each Core Fiber operating company that provides broadband internet access service ("Company"). The Core Fiber company serving your location is identified on your order or invoice and in the Serving Entities list at corefiber.com/legal.

This disclosure describes the broadband internet access service that Company provides in Oregon, Washington, Idaho, Colorado, and Texas over fiber-to-the-premises, fiber-to-the-node, cable (hybrid fiber-coaxial), and fixed wireless networks. Company applies the same network management policies on every network it operates. Where a practice differs by network technology, this disclosure says so. Performance characteristics for each plan are stated on the Broadband Consumer Label for that plan.

1. Regulatory Background

This disclosure is provided under the Federal Communications Commission transparency rule, 47 C.F.R. § 8.1(a), and the broadband consumer label rules at 47 C.F.R. § 8.1(a)(1) to (a)(7). The FCC adopted rules in 2024 that reclassified broadband service and prohibited blocking, throttling, and paid prioritization. A federal court of appeals set those rules aside on January 2, 2025. The FCC removed them from the Code of Federal Regulations in August 2025. No federal blocking, throttling, or paid prioritization rule is in force today.

State law continues to apply. Company operates in Oregon, Washington, Idaho, Texas, and Colorado. Three of those states have open internet statutes. Section 6 describes what each one does. Company privacy practices are described in the Privacy Policy and are not addressed in this disclosure.

The FCC broadband consumer label rules require a label for each stand-alone mass-market broadband plan offered for purchase. The label summarizes price, speed, data allowances, and fees. Labels, or a clearly identified link or icon that connects directly to the applicable label, are provided at each point of sale, which includes this website and Company's other sales channels, and in the online account portal. Plans customized for a customer through an individually negotiated agreement are not mass-market services and do not carry a label.

Company monitors regulatory developments at both the federal and state level and updates this disclosure as necessary. Visit corefiber.com/legal for the most current information regarding our network management practices and regulatory compliance.

2. Network Practices

No Blocking. Company does not block lawful content, applications, services, or non-harmful devices on its network, subject to reasonable network management and to the security measures described below.

No Throttling. Company does not impair or degrade lawful internet traffic on the basis of content, application, service, user, or use of non-harmful devices, subject to reasonable network management.

No Paid Prioritization. Company does not engage in paid prioritization. Paid prioritization means managing the network to directly or indirectly favor some traffic over other traffic, whether in exchange for consideration from a third party, to benefit an affiliated entity, or to disadvantage a competing entity or its affiliates.

Congestion Management. On its fixed wireless and cable networks, and on part of its fiber network, Company manages congestion with flow-queuing active queue management (FQ-CoDel), applied at each subscriber's plan rate and at shared network elements such as access points and nodes. Each traffic flow is placed in its own queue and served in turn; when a link or plan rate is fully used, packets that have waited longer than a fixed delay target are dropped or marked so that senders slow down. No single flow or subscriber can monopolize a shared link, and low-volume flows are not held behind high-volume flows, without regard to the content, application, or service involved. These measures act only while a link or plan rate is saturated and have no effect otherwise. On the remainder of its fiber network, Company enforces each subscriber's plan rate at the equipment serving the customer and applies no other congestion management practice. Company does not use deep packet inspection to manage congestion. The security measures described below inspect traffic only as needed to identify and block malicious activity.

Application-Specific Practices. Company does not engage in application-specific blocking, throttling, or prioritization, except as necessary for legitimate network security purposes.

Device Restrictions. Company does not impose restrictions on the types of devices that may be attached to its network, provided such devices are non-harmful and comply with applicable technical standards.

Customer-Directed Controls. Company offers optional tools, including Plume applications, that let a customer filter content, restrict or pause internet access for particular devices, and apply similar controls on the customer's home or business network. These tools act only as the customer configures them. Filtering or restriction that a customer sets up through these tools is a customer choice and is not blocking or throttling by Company.

Security Measures. Company employs network security practices. These include malware filtering, blocking of IP addresses identified as malicious, blocking of ports associated with commonly exploited protocols, and mitigation of distributed denial of service attacks. These measures block traffic. They are directed at protecting the integrity and availability of the network and at addressing unlawful activity. They are not directed at any lawful content,

application, or service, and they are not used to favor or disadvantage any traffic for commercial reasons. Company blocks a limited set of ports and protocols commonly used for spam, the propagation of malware, fraud, theft of user information, and denial of service attacks, and may block additional ports in response to new threats. These measures are not designed to restrict a customer's lawful use of the service.

3. Performance Characteristics

Company provides broadband internet access service using fiber-to-the-premises (FTTP), fiber-to-the-node (FTTN), cable (hybrid fiber-coaxial), and fixed wireless technologies. Service plans and associated speeds are described as "up to" the stated maximum, reflecting that actual speeds may vary based on network conditions, equipment, and other factors.

Typical Speeds and Latency. Typical download speed, upload speed, and latency for each plan are stated on the Broadband Consumer Label for that plan, available at corefiber.com/legal. Figures are typical, not guaranteed, and vary by technology, operating network, and service area. Actual speeds also depend on customer equipment, in-home Wi-Fi, the number of connected devices, and conditions on networks beyond Company's control.

Speed Testing. Customers may verify their connection speed using Company's speed test tool at corefiber.com/speedtest or a reputable third-party tool such as the FCC Speed Test App or Ookla Speedtest. For the most accurate results, wired connections are recommended during speed testing.

Specialized services (such as managed voice or IPTV) may share network capacity and could affect available bandwidth for general internet access during periods of high utilization.

4. Commercial Terms

Current pricing for each mass-market broadband service plan is available on our website and on the Broadband Consumer Label for that plan. Pricing for plans customized through an individually negotiated agreement is stated in that agreement. Service is billed monthly in advance. Late payment fees, where applicable, are stated in the applicable Subscriber Agreement & Service Order. Residential service carries no early termination fee; early termination charges for commercial service, where applicable, are stated in the Commercial Service Subscriber Agreement & Service Order. Applicable taxes, fees, and surcharges are added to the stated plan price.

Privacy practices are described in our Privacy Policy.

Data Allowances. Whether a plan carries a monthly data allowance or overage charge is stated on the Broadband Consumer Label for that plan.

Excessive Use. For plans that have no data caps, sustained use far beyond typical use of a plan, or use the plan doesn't cover, is handled under the Acceptable Use Policy. We contact the customer first and may require a plan change, or suspend or terminate service if it continues.

5. FCC Complaint Process

If you believe this disclosure is inaccurate or incomplete, you may file a complaint with the FCC at consumercomplaints.fcc.gov. The FCC transparency rule remains in force. The federal blocking, throttling, and paid prioritization rules do not. Washington customers may also contact the Washington Attorney General, who enforces the Washington open internet statute.

6. State-Specific Disclosures

Company operates in Oregon, Washington, Idaho, Texas, and Colorado.

Washington. Washington law prohibits a broadband provider from blocking lawful content or degrading lawful traffic, in each case subject to reasonable network management, and from engaging in paid prioritization. It also requires this disclosure to be published on a publicly available, easily accessible website. A violation is an unfair or deceptive act under the Washington Consumer Protection Act. The statute is enforced by the Washington Attorney General.

Oregon. Oregon law conditions a public body's ability to contract with a broadband provider on the provider not blocking, throttling, or engaging in paid prioritization. A provider serving an Oregon public body must publish a disclosure of its network management practices, performance characteristics, and commercial terms.

Colorado. Colorado law conditions a broadband provider's eligibility for state broadband deployment money on the provider not blocking, not throttling, in each case subject to reasonable network management, not engaging in paid prioritization, and not failing to disclose its network management practices.

For questions about this disclosure, contact help@corefiber.com or 855-267-3342.

7. Disclaimers

Company does not guarantee uninterrupted or error-free service.

Broadband internet access service is not a lifeline service and is not a substitute for traditional telephone service for emergency communications.

Company cooperates with law enforcement in accordance with applicable legal requirements.

Related Documents: General Terms & Conditions, Residential and Commercial Service Subscriber Agreement & Service Order, Acceptable Use Policy, Privacy Policy.

This disclosure is informational. It does not create contractual rights. The General Terms & Conditions, the applicable Subscriber Agreement & Service Order, the Acceptable Use Policy, and the Privacy Policy govern the contractual relationship between Company and the customer.

For questions about this Network Management and Open Internet Disclosure, please contact us:

Core Fiber

Attn: Network Management

Email: help@corefiber.com

Phone: 855-267-3342

Address: 4015 S Lincoln Ave, Suite 500, Loveland, CO 80537

Effective Date: This disclosure takes effect as provided in Section 20 of the General Terms and is updated when Company's practices change.