



## Understanding Your Internet Access Services

We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression. We do not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as described below. The purpose of this disclosure is to make available information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with Part 8 of the Rules of the Federal Communications Commission. This document is intended to be informational and does not replace or alter your terms of service.

### Resolving Complaints and Questions

If you have any questions or concerns about your Internet services, please call us at 706-213-3278.

### Service Description and Speeds

We currently offer three standard options for broadband Internet services:

3 Mb downstream / 1 Mb upstream	\$48.95 without TV, \$37.95 with a TV package
6 Mb downstream / 2 Mb upstream	\$59.95 without TV, \$48.95 with a TV package
9 Mb downstream / 2 Mb upstream	\$71.95 without TV, \$59.95 with a TV package

These plans offer “up to” the speeds listed above. We cannot guarantee that customers will always experience those speeds. The following variables (which are often out of our control) can affect actual speeds experienced by a customer:

1. Performance of a customer’s computer, including its age, processing capability, its operating system, the number of applications running simultaneously, and the presence of any adware or viruses.
2. Type of connection between a customer’s computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion.
3. The distance packets travel (round trip time of packets) between a customer’s computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. A customer’s connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks can affect the overall speed of that Internet connection.
4. Congestion. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. We serve each customer over a hybrid fiber-coaxial network broken into nodes to maximize the bandwidth available to a

group of customers, so congestion is also possible when high demand exists in an area served by a node.

5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site. Those limitations will carry through to a customer's connection.
6. The performance of the modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

In theory, the telephone services we offer over our same facilities could affect the performance of your Internet services; however, it requires only limited bandwidth and we believe that its effect is insignificant. We do not offer other services over the facilities to your premises that could materially affect your Internet performance.

Based upon our observations and speed tests using [www.speedtest.net](http://www.speedtest.net), we expect that during peak hours you will typically be able to achieve at least 90% of the maximum download speeds listed above. Our tests for upload speeds indicate an average of 0.98 mbps for our 3/1 service, 1.28 mbps for our 6/2 service, and 1.93 mbps for our 9/2 service. The mean round-trip latency is expected to be approximately 10-15 milliseconds.

Customers are able to test service speeds using [www.speedtest.net](http://www.speedtest.net) or other commercial speed tests online. Please note that all speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. If you are consistently testing substantially below your package speed, please contact us for assistance.

### **Commercial Terms of Service and Privacy Policies**

The terms and conditions of service and fair use policy are available at [www.elberton.net](http://www.elberton.net). At this time, there are no limits other than the speed of service regarding the quantity of data that you transmit or receive, and no additional charges that apply based on usage. We do not store usage data, provide any information about customers' usage to any third party, or engage in deep packet inspection or any other inspection of content or usage data for non-network purposes.

### **Network Management**

We allocate priority to Voice-over-Internet Protocol (VoIP) Session Initiation Protocol (SIP) traffic over other types of traffic so that VoIP telephone calls are less likely to be degraded or interrupted at times of high Internet utilization. We have also installed scripts in the gateway server to prevent denial-of-service attacks. At this time, we do not engage in any other network management practices, target specific types of traffic based on their technology or their provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. We do not block or manage any specific protocols or protocol ports, but reserve the right to do so and/or to take other corrective actions after providing written notice to a customer who has violated the terms of service or is engaging in practices that could harm the network or other customers' utilization of our services.

### **Equipment**

We lease equipment used for your service as part of your contract. All such equipment remains our property. Residential customers are prohibited from running a permanent (24x7) server of any type. At this time, we do not restrict you from using any other equipment from your services that is compatible with and not harmful to our network.