

Disclosure Statement

Initial Network Management Guide, 6-7-2018

The network management information provided below is intended to provide further information regarding Utilities Board of the City of Sylacauga network management practices.

Utilities Board of the City of Sylacauga, (SUB) FRN # 0001745603

SUB offers two Internet Access Services; Fixed Wireless and Fiber-To-The-Premise

Fixed Wireless: Up to 3 Mbps download and .5 Mbps upload, does not support video streaming

Fiber-To-The-Premise: packages from 100 Mbps, full duplex to 1 Gbps, full duplex

Congestion management

SUB manages congestion on the Fixed Wireless Network through mechanisms such as real-time throttling, of specific protocol traffic.

Bandwidth is provided on a per-line (not a per-device) basis. The speed of the service may vary based on network or Internet congestion, your computer and or router configurations.

Application-specific behavior

Except as noted below with respect to Throttling Protocols, SUB does not block or rate-control specific protocols or protocol ports other than for security reasons as set forth below, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications of traffic on our Internet access service.

Protocol Throttling:

Bit Torrent protocols are throttled incrementally as necessary to prevent congestion on the Fixed Wireless System only.

In addition, you should know that SUB:

- scans outbound messages to attempt to identify spam; and
- blocks inbound email from IP addresses and domains that are suspected sources of spam.

Email services provided by a SUB or a third party will be governed by the email provider's terms of service, as well as the email provider's applicable privacy, email, security and anti-spam policies.

Device attachment rules

You may attach any lawful device to the network as long as it does not harm the network or the provision of Internet access service, facilitate theft of service or a violate our terms of service, or harm other users of the service.

Security

SUB follows network security policies and practices intended to address threats to our network and customers. Online activity that violates our terms of service or otherwise is targeted at or threatens to undermine the integrity or normal operation of our networks or services, or the security of our networks or our customers, may result in suspension or termination of service. We reserve the right at any time to take action to protect the integrity and normal operation of our networks and to safeguard our customers from Internet threats, including fraud and other forms of abuse. Such actions may include, but are not limited to, blocking, redirecting, or rate-limiting traffic using specific protocols, delivered over specific protocol ports, or destined for particular domain names or IP addresses associated with malicious activity.

If you use a Wi-Fi-equipped router, that router may provide a capability for you to encrypt traffic transmitted between your wireless device and your Wi-Fi router. We urge you to use this encryption setting to protect your service from being accessed by people you don't know and haven't authorized to use your service. You are responsible for activity using your connection and you may be responsible for unlawful use by someone else -- like illegal downloading or uploading copyrighted material. Please note that Wi-Fi encryption does not encrypt traffic you send over the Internet -- it just provides encryption for the Wi-Fi portion of the communications path between your wireless device and your Wi-Fi-enabled in-home router.

Service Terms

1 year commitment required

Fixed Wireless; \$35.15/Month plus applicable taxes

Fiber-To-The-Premise; Residential Service, 100 Mbps Full Duplex, \$70.00/Month plus applicable taxes

Fiber-To-The-Premise; Commercial Service, 150 Mbps Full Duplex, \$100.00/Month plus applicable taxes

Fiber-To-The-Premise; Industrial Service, 1 Gbps Full Duplex, \$400.00/Month plus applicable taxes

Privacy Policy

SUB does not store or share traffic with third parties.

Questions or Concerns

Contact the Telecommunications Dept. directly at internet@sylacauga.net