

## **Grundy Center Municipal Utilities Network Management Practices Policy**

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, the policies of Grundy Center Municipal Utilities ("Provider") regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that Provider's current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Provider, and the extent Provider's network management practices may affect those services.

### **Network Management Practices**

In the interest of providing the best online experience possible for all of Provider's customers, Provider utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Provider reasonably manages its network to promote the use and enjoyment of the Internet by all of Provider's customers. By engaging in reasonable and responsible network management, Provider prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Provider are consistent with industry standards.

### **Congestion Management**

Provider keeps a reserve amount of bandwidth on hand during peak loads otherwise provider does not employ any congestion management tools, practices and/or software on network traffic.

### **Application-Specific Behavior**

Provider does not make use of any application-specific network management practices. Provider does not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications.

### **Device Attachment Rules**

In order for a device to be approved for use on the Provider's network, the device must conform to publicly available industry standards and be non-harmful to Provider's network.

**Security**

Provider offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. Provider uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted.

The security measures employed by Provider to prevent the spread of viruses, malware, spam, harmful and unwanted content or other threats to consumers do not prevent end-users from running applications.

**Performance Characteristics**

Provider offers broadband Internet access service via a Cable Modem. Broadband Internet access service delivered via cable modem uses the existing cable television infrastructure (coaxial cable) for bi-directional data communication & transmission.

The advertised speed of Provider’s Internet service is the maximum speed achievable with the technology utilized by Provider. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Provider’s Internet service offerings, including, but not limited to: the distance of the consumer’s home or office from Provider’s central office (*i.e.*, the further away the customer is from the central office, the slower the broadband speed), the end user’s computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing with online speed tests, the mean upload and download speeds are .25 Mbps Up/1 Mbps Down during peak usage periods (*i.e.*, between 7:00 p.m. and 11:00 p.m. on weeknights) Provider’s internal testing, established a mean round trip latency of 30ms.

The actual speeds achieved with Provider’s Internet service offering make Provider’s Internet service suitable for real-time applications, such as Voice over Internet Protocol (“VoIP”).

Provider does not offer any other specialized services.

**Commercial Terms**

\$39.95/Month	Residential Unlimited 24/7 50mbit Down/5mbit Up
\$34.95/Month	Residential Unlimited 24/7 W/Cable TV 20mbit Down/5Up
\$49.00/Month	Residential Unlimited 24/7 35mbit Down/10mbit Up
\$65.00/Month	Residential Unlimited 24/7 50mbit Down/10mbit Up
\$85.95/Month	Residential Unlimited 24/7 100mbit Down/20mbit Up
\$79.95/Month	Business 24/7 15mbit Down/5mbit Up

\$139.00/Month	Business 24/7 25mbit Down/10mbit Up
\$250.00/Month	Business 24/7 50mbit Down/10mbit Up
\$10.00/Month	Modem Rental-Waived W/GCMU Telephone Service
\$39.95/Month	Rural Wireless 24/7 1mbit Down/.5mbit Up

### **Pricing**

In order to meet the usage and budgetary needs of all of our customers, Provider offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives.

To see Provider's current promotions and pricing on broadband Internet access service, please visit our website at the following URL:

[http://grundycenter.com/utilities/our\\_services.asp](http://grundycenter.com/utilities/our_services.asp), or call 319-825-5207 to speak with a customer service representative.

### **Early Termination Fees**

Provider has no early termination fees.

### **Usage-Based Fees**

Provider's Internet service is priced on a flat-fee basis (plus taxes). Provider does not charge end users a usage-based fee for Internet service.

For additional information on Provider's fee schedule for additional network services, visit the Provider's website at: [http://grundycenter.com/utilities/our\\_services.asp](http://grundycenter.com/utilities/our_services.asp).

### **Privacy Policy**

The Provider uses a CALEA compliant system. The various network management tools and techniques utilized by Provider do not monitor, inspect or store the network activity and traffic of its Internet service users. Further, as part of its network management practices, Provider does not distribute information on network activity and/or traffic to any third party, or use network traffic information for any non-network management purpose.

Provider is required to comply with relevant laws, regulations and other governmental requests.

### **Contact Us**

If you have any questions regarding Provider's Network Management Practices Policy or would like to file a complaint with Provider regarding its network management practices, please contact Provider at:

Grundy Center Municipal Utilities  
Attn: Jeff Carson  
706 6<sup>th</sup> Street  
Grundy Center, IA 50638  
Telephone: 319.825.5207  
Fax: 319.825.6211  
[jeff@gcmuni.net](mailto:jeff@gcmuni.net) or  
[admin@gcmuni.net](mailto:admin@gcmuni.net)  
<http://www.gcmuni.net>

Further, if you believe that Provider is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC.

<http://esupport.fcc.gov/complaints.htm>

### **Additional Disclaimers**

The Open Internet Rules, as adopted, and Provider's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and Provider's Network Management Practices Policy do not prohibit Provider from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Provider's Acceptable Internet Use Policy/Subscriber Agreement at: [http://grundycenter.com/utilities/our\\_services.asp](http://grundycenter.com/utilities/our_services.asp)