

## **The Community Agency (TCA) Network Management Practices Policy Disclosure**

Pursuant to the Federal Communications Commission's Restoring Internet Freedom Declaratory Rules, Report and Order and Order, The Community Cable Television Agency of O'Brien County (TCA) Internet policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that TCA Internet current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by TCA Internet, and the extent TCA Internet network management practices may affect those services.

### **Network Management Practices**

In the interest of providing the best online experience possible for all of TCA Internet customers, TCA Internet 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 TCA reasonably manages its network to promote the use and enjoyment of the Internet by all of TCA's Internet customers. By engaging in reasonable and responsible network management, TCA uses its best efforts to deter 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 TCA's are consistent with industry standards.

### **Congestion Management**

TCA does not employ any congestion management tools, practices and/or software on network traffic. TCA does not engage in blocking, throttling, Affiliated Prioritization or Paid Prioritization.

### **Application-Specific Behavior**

TCA does not make use of any application-specific network management practices. TCA's Internet 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 TCA's network, the device must conform to publicly available industry standards and be non-harmful to TCA's network.

### **Security**

TCA's Internet offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. TCA 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.

## **Performance Characteristics**

TCA's Internet offers broadband Internet access service via fiber, cable modem and wireless point to point and multipoint.

The advertised speed of TCA Internet service is the maximum speed achievable with the technology utilized by TCA. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of TCA's Internet service offerings, including, but not limited to the end user's computer, network card, modem or router, activity during peak usage periods, and other Internet traffic as well as a wireless or wired connection.

TCA offers the following advertised speeds: 1 Gig, 400 Mbps, 250 Mbps, 150 Mbps, 100 Mbps, 50Mbps and 15 Mbps. Based on internal testing, the actual mean upload and download should achieve 92% of the advertised speed tier. Speeds are between the TCA's central office and the end user. Speeds from the TCA's central office and the internet backbone may vary based on other provider's networks. The expected latency of our service is 50ms or less.

The actual speeds achieved with TCA's Internet service offering make TCA's Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP").

TCA offer special services like VOIP which will not affect the last-mile capacity available for, or the performance of, broadband Internet access service.

## **Commercial Terms**

### **Pricing**

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

To see TCA's current promotions and pricing on broadband Internet access service, please visit our website [www.tcaexpress.net](http://www.tcaexpress.net) or call 712-930-930-5593 to speak with a customer service representative.

### **Early Termination Fees**

TCA does not require term contracts. Therefore, there are no early termination fees.

### **Usage-Based Fees**

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

### **Privacy Policy**

TCA Internet affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, TCA reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and TCA's Internet access service through reasonable network management practices.

TCA may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. TCA may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connections with uploading, downloading or streaming data to and from the Internet.

Network traffic, activity, performance information, and equipment information monitored or collected by TCA is done so for the sole purpose of reasonable network management purposes.

TCA is required to comply with relevant laws, regulations and judicial orders. Information covered under this Privacy Policy, as well as other categories of information, may be disclosed to third parties if TCA determines, in its sole discretion, that such a disclosure is necessary or required. TCA may also disclose this information if, in its sole discretion, such a disclosure is necessary or required to protect our interests or the interests of our customers. TCA may also disclose this information in connection with the sale of our business.

TCA network management practices as discussed herein are intended solely to provide the best online experience possible for all of TCA's Internet customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. TCA's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or

complaints regarding TCA's network management practices are encouraged to contact TCA for issue resolution.

## **Contact Us**

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

DJ Weber, General Manager  
The Community Agency (TCA)  
102 South Eastern St.  
Sanborn, Iowa 51248  
712-930-5593  
[tca@tcaexpress.net](mailto:tca@tcaexpress.net)

Further, if you believe that TCA 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 TCA'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 TCA's Network Management Practices Policy do not prohibit TCA from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review TCA's Acceptable Internet Use Policy/Subscriber Agreement at: [www.tcaexpress.net](http://www.tcaexpress.net)