

Pella Fiber

Network Management Practices Policy Disclosure

As required by the Federal Communications Commission (FCC), Pella Fiber is providing you information regarding our internet access services, including without limitation, performance characteristics of our services, commercial terms of our service offerings and any network management practices that Pella Fiber employs.

Network Management Practices

In the interest of providing the best online experience possible for all of Pella Fiber internet customers, Pella Fiber 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 Pella Fiber reasonably manages its network to promote the use and enjoyment of the internet by all of Pella Fiber internet customers. By engaging in reasonable and responsible network management, Pella Fiber 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 Pella Fiber are consistent with industry standards.

Congestion Management

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

Application-Specific Behavior

Pella Fiber does not make use of any application-specific network management practices. Pella Fiber 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

For a device to be approved for use on the Pella Fiber network, the device must conform to publicly available industry standards and be non-harmful to Pella Fiber network.

Security

Pella Fiber offers its customers unrestricted access to all the lawful content, services, and applications available on the internet. Pella Fiber 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

The advertised speed of Pella Fiber internet service is the maximum speed achievable with the technology utilized by Pella Fiber. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Pella Fiber internet service offerings, including, but not limited to the end user's computer, modem or router, activity during peak usage periods, and other internet traffic.

Pella Fiber offers the following advertised speeds: 1 Gigabit, 500 Mbps, 300 Mbps, 150 Mbps. Based on internal testing, the actual mean upload and download should achieve 95% of the advertised speed tier. Speeds are between the Pella Fiber central office and the end user. Speeds from the Pella Fiber'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 Pella Fiber internet service offering make Pella Fiber internet service suitable for real-time applications, such as Voice over internet Protocol ("VoIP").

Pella Fiber does not offer special services which would 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 our customers, Pella Fiber offers a wide selection of broadband internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives.

To see Pella Fiber current promotions and pricing on broadband internet access service, please visit our website www.pellafiber.com or call 641-628-4173 to speak with a customer service representative.

Early Termination Fees

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

Usage-Based Fees

Pella Fiber internet service is priced on a flat-fee basis. Pella Fiber does not charge end users a usage-based fee for internet service.

For additional information on Pella Fiber fee schedule for additional network services, visit the Pella Fiber website at: www.pellafiber.com.

Privacy Policy

Pella Fiber 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, Pella Fiber reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Pella Fiber internet access service through reasonable network management practices.

Pella Fiber 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. Pella Fiber 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 Pella Fiber is done so for the sole purpose of reasonable network management purposes.

Pella Fiber 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 Pella Fiber determines, in its sole discretion, that such a disclosure is necessary or required. Pella Fiber 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. Pella Fiber may also disclose this information in connection with the sale of our business.

Pella Fiber network management practices as discussed herein are intended solely to provide the best online experience possible for all of Pella Fiber customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Pella Fiber 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 Pella Fiber network management practices are encouraged to contact Pella Fiber for issue resolution.

Contact Us

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

Name of Designated Agent to Receive Notification:	Telecom Director
Send Notice to this address:	825 Broadway St Pella, IA 50219
Telephone Number of Designated Agent:	641-628-4173
E-mail Address of Designated Agent:	abuse@pellafiber.com

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

For additional information, please review Pella Fiber Acceptable Internet Use Policy/Subscriber Agreement at: www.pellafiber.com