

Understanding Your Internet Access Services

The following information applies only to “mass market” Internet access services in accordance with Part 8 of the Rules of the Federal Communications Commission. These services include only residential, non-customized small business, and e-rate Internet access services. If you have any question whether the services you purchase or are considering purchasing from us are covered by this disclosure, please contact us.

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. 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. This document 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 contact our customer service department at (706) 602-5678. To report a service outage, please call (706) 629-2758.

Service Speeds and Performance

Internet services are described as offering “up to” certain speeds. 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 router. 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 or using shared facilities or capacity 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.
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 router you have installed. Router performance may degrade over time, and certain routers are not capable of handling higher speeds.

At this time, we do not offer other services over your facilities that could materially affect your Internet performance.

Based upon our observations, we expect that a customer with an “up to 5 mbps” service would be able to achieve approximately 4.7 mbps download and 4.8 mbps upload during peak usage hours, absent any impact from the factors listed above. We estimate that the typical round-trip latency is less than 10 milliseconds, based upon our testing of communications with DNS servers in Atlanta.

Customers may test service speeds using commercial speed tests available 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 contracted speed, please contact us for assistance.

Commercial Terms of Service and Privacy Policies

Your contract establishes the terms and conditions of service, which may include penalties for termination of service prior to the end of the term of your contract. If you do not have a contract, your service is subject to any terms and conditions of service posted at [\[LINK\]](#). At this time, there are no limits other than the speed of service regarding the quantity of data that you transmit or receive, no additional charges that apply based on usage, and no penalties for termination of service. 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, except to the extent required by applicable law.

Network Management

We do not engage in any network or congestion 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, inhibit or favor certain applications or classes of applications, or block or manage any specific protocols or protocol ports. However, we reserve the right 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

At this time, we do not restrict you from using any equipment that is compatible with and not harmful to our network.