Algona Municipal Utilities

Network Management Policies and Practices

This Network Management Policy and Practices Disclosure is provided pursuant to the Federal Communications Commission's "Open Internet Rules" found at Part 8 of Title 47 of the Code of Federal Regulations. The policies and practices of Algona Municipal Utilities regarding network management practices, performance characteristics, and commercial terms are provided here so that current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Algona Municipal Utilities and the extent to which its network management practices may affect those services.

A. Network Management Practices

In the interest of providing the best online experience possible for all of our internet access customers Algona Municipal Utilities 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 Algona Municipal Utilities reasonably manages its network to ensure proper use and enjoyment of the internet by all its customers. By engaging in reasonable and responsible network management, Algona Municipal Utilities prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade the internet service experience. Algona Municipal Utilities network management practices, as set forth below, are consistent with industry standards.

Algona Municipal Utilities will not unjustly or unreasonably prevent or interfere with competition among content, applications, service, or device providers. We use various tools and industry-standard techniques to manage our communications network and deliver fast, secure, and reliable internet access services. We believe in complete transparency and provide the following disclosures about our network management policies and practices:

1. Blocking: Algona Municipal Utilities does not block or discriminate against lawful content.

2. Throttling: Algona Municipal Utilities does not throttle, impair, or degrade lawful internet traffic based on content, application, service, user, or use of a non-harmful device.

3. Affiliated Prioritization: Algona Municipal Utilities does not favor any internet traffic applications over others and has no plans to do so.

4. Paid Prioritization: Algona Municipal Utilities does not favor or prioritize any internet traffic applications in exchange for paid or in-kind consideration intended to benefit particular content, applications, services, or access devices.

5. Congestion Management: Congestion of the Algona Municipal Utilities network is rare but does occur. When it occurs, our internet subscribers may experience decreased speeds/performance, but bandwidth is allocated fairly and in an "application agnostic" way (without regard to protocol, application, or the service the subscriber chooses to access through their internet access service).

6. Application Specific Behavior: Algona Municipal Utilities does not make use of any application-specific network management practices. We do not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications, while reserving the right to block ports as necessary to protect the network and its users.

7. Device Attachment Rules: Customers must use PPPoEE to authenticate point-to-point connections between devices on the network. Algona Municipal Utilities does not specifically limit device types for attachment to its network but does not guarantee the functionality of third-party devices for such access. In order for a device to be approved for use on the Algona Municipal Utilities network, the device must conform to publicly available industry standards and not be harmful to the Company's network.

8. Network Security: Algona Municipal Utilities offers its customers unrestricted access to lawful content, services and applications available on the internet. We take various industry-standard measures to safeguard our network and the broader internet from harm or disruption, including protection against Distributed Denial of Service (DDos) attacks, phishing, spoofing, and other forms of unwanted or harmful online content and activities. In those instances where through our network management practices we identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be given an option to identify or inspect flagged content first to determine if it is harmful or unwanted. Our goal is to ensure the network's reliability and availability by countering any malicious traffic that could compromise it. Algona Municipal Utilities reserves the right to take any action deemed necessary, including suspending or terminating service to subscribers who engage in activities that violate our Internet Service Terms of Agreement or Acceptable Use Policies/Practices which can be found at (https://www.netamu.com/communications-policies.php).

B. Network Performance

Algona Municipal Utilities offers its broadband internet access service via Fiber-to-the-Home ("FTTH") utilizing fiber optic cable to deliver telephone and data services. Fiber optic cables have the capacity for an indefinite amount of data. They will allow subscribers to receive better quality voice and data transmission services at their residential and/or business locations. The advertised speed of internet service is the maximum speed achievable with the technology utilized for the broadband service offering subscribed to. Algona Municipal Utilities makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests to troubleshoot and resolve the speed and application performance that its network may cause. We measure availability, latency, and aggregate utilization on the network and strive to meet our internal service level targets. Based on internal testing using platform-specific test protocols, the mean upload and download speeds are typically the advertised plus or minus 5% - 10% percent. This internal testing also indicates a mean round trip latency of 35 milliseconds (ms) to local ports. It is important to note, however, that the bandwidth speed at which a particular distant website or other internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or internet location, is affected by some factors beyond Algona Municipal Utilities control, including, for example, the speed of the connection from a distant web server to the internet; congestion on intermediate transport networks, the limitations of your computer or other electronic devices, fixed or wireless accessing the internet; or your wireless router/Wi-Fi equipment. In addition, your internet service performance may be adversely impacted by the inside wiring at your premises. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing and using our broadband internet service. The computers, wireless devices, or other networks in your homes or offices may need an upgrade to take full advantage of your chosen Algona Municipal Utilities broadband plan. Algona Municipal Utilities tests each service for actual and expected access speeds at network installation to demonstrate that the service can support the advertised speed.

C. Commercial Terms Pricing

To cater to our customers' usage and budgetary needs, Algona Municipal Utilities offers a variety of broadband internet access plans. For the latest promotions and pricing, please visit our website at https://www.netamu.com/internet.php, where you can find Broadband Labels for each of our offerings. Alternatively, you can call 515-295-3584 to speak with a customer service representative.

Our internet service is priced on a flat-fee basis (plus taxes), with no usage-based fees for end users. The information on our current Broadband Labels is also available in a machine-readable spreadsheet format at https://www.netamu.com/gotodownloadfile.php?file=88.

Algona Municipal Utilities Contact Information:

For questions, requests for additional information, or any complaints, Algona Municipal Utilities may be contacted by phone, email, or mail at:

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