

Open Internet Principles of NLBC/NLTC

The Federal Communications Commission issued rules to preserve the Internet as an open platform. These rules went into effect on November 20, 2011 and can be found at this link: <http://www.gpo.gov/fdsys/pkg/FR-2011-09-23/html/2011-24259.htm>. All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services and in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

The FCC's rules focus on four primary issues:

- Transparency. Fixed and mobile broadband providers must disclose the network management practices, performance characteristics, and terms and conditions of their broadband services;
- No blocking. Fixed broadband providers may not block lawful content, applications, services, or non-harmful devices; mobile broadband providers may not block lawful Web sites, or block applications that compete with their voice or video telephony services; and
- No unreasonable discrimination. Fixed broadband providers may not unreasonably discriminate in transmitting lawful network traffic.
- Reasonable network management. ISPs may engage in reasonable network management to maintain a high quality of service for broadband Internet access.

Network Practices

ISPs must disclose their network practices, specifically in the four general areas listed below. ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management. An ISP may not block consumers from accessing lawful Web sites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management. ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination. The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

Our goal is making our customer's experience with our services as positive as possible. NLTC/NLBC reserves the right to place equipment on premise to allow the remote testing, provisioning, management, and troubleshooting of these services to enable us to reach this goal.

Congestion Management:

NLBC/NLTC uses quality of service controls (“QOS”) to separate data types and prioritize them to different levels. For one example, if a customer is using all available bandwidth and starts a VoIP call, the other data can be limited in favor of VoIP.

Application-Specific Behavior:

NLBC/NLTC does not block or discriminate among applications.

Device Attachment Rules:

NLBC/NLTC does not limit devices attached to our subscriber modules. On NLBC/NLTC’s network, however, the subscriber module must be supplied and installed by its staff.

Security:

NLBC/NLTC’s network is protected by multiple firewalls and with hacker traps.

Performance Characteristics

ISPs must disclose the following network performance characteristics:

Service Description:

NLBC/NLTC uses 900MHz, 2.4GHz, 5.8GHz, and 3.65GHz fixed wireless technology, vDSL, and Fiber optics to deliver service based on speed packages. Expected speeds average >70% of the purchased Package. Network latency depends on the type of connection, but network average is 50ms and is suitable for VoIP at most locations depending on service and virtual private networks.

Impact of Specialized Services:

None.

Commercial Terms

ISPs must disclose the commercial terms of its broadband Internet access service including those listed below.

Wireless Plans	Speed (Dn x Up)	Price / month
Basic Plan	up to 3 x 1.5 Mbps*	\$45.00
Pro Plan	up to 5 x 3 Mbps *	\$60.00
Premier Plan	up to 10 x 5 Mbps *	\$80.00
Ultimate Plan	up to 25 x 5 Mbps *	\$125.00
Fiber Optic Plans		
25M	25 x 25 Mbps *	\$60.00
50M	50 x 50 Mbps*	\$75.00
100M	100 x 100 Mbps*	\$85.00
500M	500 x 500 Mbps*	\$99.00
1 Gig	1000 x 1000 Mbps	\$149.00
	*Where available	

Contract term is determined by client and can reduce the install fee.

Privacy Policies:

NLBC/NLTC does not store any customer browsing info unless required by a court order. NLBC/NLTC does not inspect network traffic other than when the network is being attacked or compromised.

Redress Options:

Please contact our business office to discuss issues and complaints. Our technical and account staff is available for questions during normal business hours.

FCC Notice

If a customer believes that these open Internet rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via its website at the following address: <http://esupport.fcc.gov/complaints.htm>. Customers may also file a formal complaint at the FCC using Part 76 of the Commission's rules.

Additional Disclaimers

The Open Internet Rules, as adopted, and these Open Internet Principles 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 the company, rights holders, and end users. Furthermore, the FCC's Open Internet Rules, as adopted, and this company's Open Internet Principles do not prohibit the company from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content. For additional information, please review the Acceptable Use Policy.