

## **HITEC Internet Network Management Practices Policy Disclosure**

Pursuant to the Federal Communications Commission's Restoring Internet Freedom Declaratory Rules, Report and Order, The City of Hawarden (HITEC) Internet policies regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that HITEC 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 HITEC Internet, and the extent HITEC Internet network management practices may affect those services.

### **Network Management Practices**

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

### **Congestion Management**

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

### **Application-Specific Behavior**

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

## **Security**

HITEC Internet offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. HITEC Internet 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**

HITEC Internet offers broadband Internet access service via cable modem.

The advertised speed of HITEC Internet service is the maximum speed achievable with the technology utilized by HITEC Internet. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of HITEC 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.

HITEC offers the following advertised speeds: 50 mbps 2 up; 30 mbps 2 up; 10 mbps 2 up; and 3 mbps 1 up. Based on internal testing, the actual mean upload and download should achieve 95% of the advertised speed tier. Speeds are between the HITEC Internet central office and the end user. Speeds from the HITEC Internet'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 HITEC Internet service offering make HITEC Internet service suitable for real-time applications, such as Voice over Internet Protocol ("VoIP").

HITEC Internet 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 of our customers, HITEC Internet offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives.

To see HITEC Internet current promotions and pricing on broadband Internet access service, please visit our website [www.cityofhawarden.com](http://www.cityofhawarden.com), or call 712-551-2565 to speak with a customer service representative.

### **Early Termination Fees**

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

### **Usage-Based Fees**

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

For additional information on HITEC Internet fee schedule for additional network services, visit the HITEC Internet website at: [www.cityofhawarden.com](http://www.cityofhawarden.com).

## **Privacy Policy**

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

HITEC Internet 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. HITEC Internet 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 HITEC Internet is done so for the sole purpose of reasonable network management purposes.

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

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

## Contact Us

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

Mike DeBruin, City Administrator  
City of Hawarden  
1150 Central Avenue  
Hawarden, Iowa 51023  
712-551-2565  
Miked@cityofhawarden.com

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

## HITEC Internet Network Management Practices Policy

For additional information, please review HITEC Acceptable Internet Use Policy/Subscriber Agreement at: [www.cityofHawarden.com](http://www.cityofHawarden.com)