

## **Open Internet Disclosure & Network Management Policy**

in reference to the FCC Open Internet Rules

### **Service Offerings**

Sac County Mutual Telephone Company via the Sac County Mutual Telephone Company brand directly offers broadband ISP services through AUREON in its markets. Please visit the Sac County Mutual Telephone Company website to check availability, speed options and pricing at [www.scmtco.com](http://www.scmtco.com).

### **Performance**

AUREON is the internet upstream provider for Sac County Mutual Telephone Company. AUREON offers a speed test site to any user or customer. It can be accessed here: AUREON Speed Test at <http://netins.net/speedtest>. These tests are heavily dependent on a customer's home network configuration, router, and computers, and therefore do not reflect the performance of the Sac County Mutual Telephone Company network only.

### **Your Internet Service Speeds**

Sac County Mutual Telephone Company provides residential and commercial customers with a variety of high-speed Internet plans from which to choose. Advertised speeds can be found in our Broadband labels located at [www.scmtco.com](http://www.scmtco.com).

Sac County Mutual Telephone Company provisions its customers' routers and engineers its network to ensure that its customers can enjoy the speeds to which they subscribe. However, Sac County Mutual Telephone Company does not guarantee that a customer will actually achieve those speeds at all times. Without purchasing an expensive, dedicated Internet connection, no Internet Service Provider ("ISP") can guarantee a particular speed at all times to a customer. Sac County Mutual Telephone Company advertises its speeds as "up to" a specific level based on the tier of service to which a customer subscribes.

The "actual" speed that a customer will experience while using the Internet depends upon a variety of conditions, many of which are beyond the control of an ISP such as Sac County Mutual Telephone Company. These conditions include:

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 and 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. 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. The Internet is a "network of networks." A customer's connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks will most likely affect the overall speed of that Internet connection.
4. **Congestion or high usage levels at the website or destination.** If a large number of visitors are accessing a site or particular destination 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.

This is the reason that Sac County Mutual Telephone Company, like all other ISPs, advertises speeds as "up to" a particular level, and does not guarantee them.

### **Latency**

Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

### **Congestion Management**

Sac County Mutual Telephone Company does not implement any congestion management techniques. Sac County Mutual Telephone Company operates our network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best effort.

Our congestion management approach will change over time, as we continue to study and enhance our practices and as new technologies emerge. In the meantime, we will continue to invest in our network in accordance with our normal course of business operations,

which includes installing technology that will increase the speed and capacity of our services.

### **Content, Applications, Service and Device Providers**

As a full-service Internet Service Provider, Sac County Mutual Telephone Company delivers a variety of Internet-based applications. These include:

- Voice over Internet Protocol (VoIP)
- Email

Sac County Mutual Telephone Company does not discriminate against any customer traffic. Sac County Mutual Telephone Company utilizes the network management techniques that are equal and standard across all user applications. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, Sac County Mutual Telephone Company does not manipulate our network to perform better for customers accessing Sac County Mutual Telephone Company email servers versus Sac County Mutual Telephone Company customers accessing Google's gmail.

The network management practices employed by Sac County Mutual Telephone Company do not differ between our directly offered applications to those general applications offered over the Internet.

### **Security Measures**

In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, Sac County Mutual Telephone Company will implement inbound and outbound filtering on specific hosts. These actions will be performed to ensure reliability and availability of the Sac County Mutual Telephone Company Network. These actions will not be utilized for normal Internet applications and traffic.

NOTE: INS may perform this action on behalf of Sac County Mutual Telephone Company equipment that is managed by INS.

If you have any questions about this Network Management Policy, the practices of this site, or your dealings with Sac County Mutual Telephone Company, you may contact us at the following:

Sac County Mutual Telephone Company  
108 South Maple, PO Box 488, Odebolt, Iowa 51458  
Phone: 712-668-2200  
Email: odetelco@netins.net