

## **SURRY TELEPHONE MEMBERSHIP CORP./PIEDMONT COMMUNICATIONS SERVICES INC.**

### **Broadband Internet Service**

#### **Internet Disclosures and Policies**

**Surry Telephone Membership Corp./Piedmont Communications Services Inc.**, referred to as **STMC/PCSI**, provides these disclosures of the key terms and policies of its provision of broadband Internet access to homes and small business in accordance with the FCC's Transparency Rules. More detailed information about **STMC/PCSI's** policies and practices are available at **www.surry.net**("Surry Telephone Membership Corp./Piedmont Communications Services Inc. Website")

- [Acceptable Use Policy](#)
- [Privacy Policy](#)
- [Terms and Conditions](#)

#### **I. Service Description**

**STMC/PCSI** provides broadband Internet access services to homes and businesses using a variety of technologies, including fiber and DSL. The technologies, prices, and speeds we can offer you for services will depend on your service address. To learn the details of the services we offer at your address, contact us on our website (<http://surry.net/fiber/>), call us at (336) 374-5021, or come into one of our stores. **STMC/PCSI** speeds range from 6Mb download/1Mb upload for DSL up to 1Gb download/50Mb upload for fiber, depending on which plan you select. Plans and prices can be found here: <http://surry.net/internet/>. As disclosed below, **STMC/PCSI** will use best efforts to provide service at the speed your plan and service technology are capable of, but subject to limitations that are inherent in the service technology and other factors beyond our control.

#### **II. Service Performance**

**STMC/PCSI** takes measurements of various components for network performance, analysis of the measurements to determine normal levels, and determination of appropriate threshold values to ensure required levels of performance for its network. **STMC/PCSI** measures such components as mean upload/download speeds, latency, internal testing, and consumer speed tests to gauge network performance. The Company monitors the values of these components to determine the overall performance of the network. **STMC/PCSI** makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by **STMC/PCSI's** network.

**STMC/PCSI** measures availability, latency, and aggregate utilization on the network and strives to meet service level targets. However, customer's service performance may also be affected by one or more of the following: (1) the particular websites being accessed; (2) capacity in the public Internet beyond **STMC/PCSI's** network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise. **STMC/PCSI** is in the process of developing additional systems that will allow us to measure these indicators out to test points at each major network aggregation site

on the edge of our last mile network. Once these systems are developed, **STMC/PCSI** will be able to measure system metrics on a network-wide basis and will disclose the results on its website.

### **III. Managing Network Congestion**

**STMC/PCSI** manages its network with the goal that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. **STMC/PCSI** uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. **STMC/PCSI** manages its network for a number of reasons, including optimization, as well as congestion and security-protocol management. But very few of **STMC/PCSI's** customers are impacted by the protocols and practices that **STMC/PCSI** uses to manage its network.

**STMC/PCSI** wants its customers to indulge in all that the Internet and our services have to offer, whether it is communicating through email, social networking, or real-time applications such as streaming videos and music, and videoconferencing. Accordingly, **STMC/PCSI** periodically monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, **STMC/PCSI** will engage in the re-routing of Internet traffic to relieve congestion. In order to reduce instances of congestion, **STMC/PCSI** capacity to its network when utilization has reached a level of at least 85%. On our core and access networks, **STMC/PCSI** may increase capacity by adding FTTH nodes, transport, Internet aggregation routers and bandwidth, as needed.

On **STMC/PCSI's** network, all customers have access to all lawful services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web when instances of congestion do occur on **STMC/PCSI's** network.

**STMC/PCSI's** network and congestion management practices are application and website 'agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols, websites visited or applications. **STMC/PCSI's** network management does not relate to any particular customer's aggregate monthly data usage.

### **IV. Acceptable Uses**

Customers whose conduct abuses or threatens **STMC/PCSI's** network or which violates the Company's Acceptable Use Policy or Internet service Terms and Conditions will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination. Links to the Acceptable Use Policy and Terms and Conditions on our website can be found above.

### **V. Network Security**

**STMC/PCSI** knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by providing resources to its customers for identifying and reporting such threats as spam, viruses, firewall issues, and phishing schemes. **STMC/PCSI** also deploys spam filters in order to divert spam from an online customer's email inbox while allowing the customer to control which emails are identified as spam. As its normal practice, **STMC/PCSI** does not block any lawful protocols, websites, content or traffic for purposes of network

management except that the company may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers. Except as may be provided elsewhere herein, **STMC/PCSI** does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network.

#### **VI. Technology**

**STMC/PCSI's** network management employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network. **STMC/PCSI** uses network management software to monitor aggregate traffic usage.

#### **VII. Monitoring Schedule**

**STMC/PCSI** uses network management software to conduct periodic monitoring of the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage to the network. This monitoring is done on a daily basis.

#### **VIII. Specialized Services**

Surry Telephone Membership Corp./Piedmont Communications Services Inc. provides VoIP in some cases, a Specialized Service. VoIP is a real-time service that commands optimal bandwidth. Surry Telephone Membership Corp./Piedmont Communications Services Inc. separates the VoIP service from customers' general broadband traffic. Accordingly, Surry Telephone Membership Corp./Piedmont Communications Services Inc.'s VoIP service does not have an impact on other customers' broadband experience.

#### **IX. Device Attachment**

Customers may generally attach any lawful device of their choice that is compatible with the **STMC/PCSI** network, subject to any limitations of their data plan. Customers are advised to check our website or contact us by phone prior to purchasing any third-party equipment to ensure compatibility. **STMC/PCSI** is not responsible for the compatibility, suitability or functionality of any equipment that is provided by the customer or any third party. If any such equipment harms the **STMC/PCSI** network or degrades the service of other users, the customer may be required to disconnect the device and, in some cases, we may suspend or terminate service to customers that in our sole judgment are causing or contributing to harm to us or customers.

#### **X. Other Commercial Terms**

A more complete description of **STMC/PCSI's** service offerings and rates may be found on **STMC/PCSI's** website at the following link: [www.surry.net](http://www.surry.net). **STMC/PCSI's** Privacy Policy may be found on **STMC/PCSI's** website at the link above.

#### **XI. Questions or Complaints**

For questions, complaints or requests for additional information, please contact Surry Telephone Membership Corp./Piedmont Communications Services Inc. at 336-374-5021