



Open Internet Principles of NLBC/NLTC/NLWB

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: <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 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 websites, or block applications that compete with their voice or video telephony services.
- 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 in the following areas:

Congestion Management:

NLBC/NLTC uses quality of service controls ("QoS") to separate data types and prioritize them accordingly. For example, during peak usage, voice calls (VoIP) may be prioritized over file downloads to maintain call quality. This ensures performance-sensitive applications continue functioning smoothly.

Application-Specific Behavior:

NLBC/NLTC does not block or discriminate among lawful applications.

Device Attachment Rules:

NLBC/NLTC does not limit end-user devices attached to subscriber modules. However, subscriber modules must be supplied and installed by NLBC/NLTC personnel.

Security:

NLBC/NLTC's network is protected by multiple firewalls and intrusion detection systems.

Performance Characteristics

Service Description:

NLBC/NLTC delivers service using a mix of fixed wireless (900MHz, 2.4GHz, 5.8GHz, 3.65GHz), vDSL, and fiber optic technologies. Network speeds generally average over 70% of the advertised rate. Typical performance during peak usage hours (7 PM to 11 PM) may range from 60% to 90% of the advertised speed depending on connection type.

Average network latency is approximately 50ms. Performance is generally suitable for VoIP and virtual private networks, though it may vary depending on user location and subscribed plan.

Impact of Specialized Services:

NLBC/NLTC does not offer specialized services that affect broadband performance.

Commercial Terms

Acceptable Use:

Customers must adhere to NLBC/NLTC's Acceptable Use Policy, which prohibits unlawful or harmful activities. See our website or contact customer service for the latest version.

Privacy Policies:

NLBC/NLTC does not store customer browsing information unless required by court order. Traffic is not inspected unless necessary to protect the network from threats.

Redress Options:

Customers with questions or complaints can contact our business office during normal business hours. For assistance beyond our office, customers may file an informal complaint with the FCC at:

<http://esupport.fcc.gov/complaints.htm>

Accessibility:

NLBC/NLTC is committed to accessibility. Customers with disabilities may request service information in accessible formats by contacting our office.

FCC Notice:

If a customer believes these Open Internet rules are not being met, they may file a complaint with the FCC at: <http://esupport.fcc.gov/complaints.htm>

Additional Disclaimers:

These Open Internet Principles do not alter or affect lawful efforts to curtail copyright infringement or the transfer of unlawful content. For more details, refer to the Acceptable Use Policy.

For the latest service availability, speeds, and pricing, please contact our office or visit our website. Plan availability and speeds may vary by location.

6369 East Dublin Pike - P.O. Box 38 - New Lisbon, IN 47366

*www.NLBC.com
Telephone: (765)332-2413
Toll Free: (866)332-2413
FAX: (765)332-3100*