e-Tel LLC
NETWORK TRANSPARENCY STATEMENT

   e-Tel LLC ("e-Tel" or "Company") provides this Network Transparency Statement in accordance with the FCC's Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about he purchase of broadband services. Information about e-Tel's other policies and practices concerning broadband are available at http://www.etelonline.com ("e-Tel Website").

   e-Tel engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. e-Tel's goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. e-Tel wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing. e-Tel's network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that e-Tel uses to manage its network.

A. e-Tel's Network Transparency Disclosures

   e-Tel uses industry standard techniques and various tools to manage its network and deliver fast, secure, and reliable Internet service. e-Tel believes in full transparency and provides the following disclosures about its network management practices:

1. **Blocking:** e-Tel does not block or discriminate against lawful content.

2. **Throttling:** e-Tel does not throttle, impair, or degrade lawful Internet traffic.

3. **Affiliated Prioritization:** e-Tel does not prioritize Internet traffic, nor do we foresee implementing any prioritization.

4. **Paid Prioritization:** e-Tel has never engaged in paid prioritization. We do not prioritize Internet for consideration to benefit particular content, applications, services, or devices. e-Tel has no plans to prioritize traffic for pay.

5. **Congestion Management:** e-Tel employs real-time monitoring to determine the rate of aggregated utilization. If congestion emerges on the network, e-Tel will take the appropriate measures to relieve the network congestion.

   On e-Tel's network, all customers have access to all legal 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 if instances of congestion do occur on e-Tel's network.

   Customers using conduct that abuses or threatens the e-Tel network or which violates the conditions contained in the company's' Internet Addendum,Including the company's Acceptable Use Policy, 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.

   e-Tel's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols, or applications. e-Tel's network management practices do not relate to any particular customer's aggregate monthly data usage.

   e-Tel monitors its network on a continuous basis to determine utilization on its network. e-Tel also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, e-Tel provides notification to the customer via email or phone. If a violation of e-Tel's policies has occurred and such violation is not remedied, e-Tel will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, e-Tel does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with e-Tel.

7. **Device Attachment Rules:** Fiber To The User (FTTU) customers are required to use an e-Tel supplied Optical Network Terminal (ONT) to ensure delivery of Fiber Optic Internet service to the end users' premises. Customers may attach any compatible router to the ONT interface. Digital Subscriber Line (DSL) customers may use any compatible DSL modem. Customers may attach any compatible router to the DSL modem. Customers may attach devices of their choosing to the router, including additional wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronic equipment. However, customers are responsible for ensuring that their equipment does not harm e-Tel's network or impair the service to other customers. e-Tel is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to e-Tel's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

8. **Network Security:** e-Tel 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 implementing protections from such threats as spam, viruses, firewall issues, and phishing schemes. e-Tel also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through email. Spam files are automatically deleted if not accessed within 30 days.

   In the course of normal practice, e-Tel does not block any protocols or traffic from lawful content for purposes of network management, with the exception of SMTP (port 25) connections outside of the e-Tel IP address block, but e-Tel 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.

B. Network Performance

1. **Service Descriptions** e-Tel deploys Internet access to its subscribers through hardwired broadband access over copper and fiber facilities.

2. **Network Performance** e-Tel 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 issues on the e-Tel network. e-Tel measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond e-Tel's control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a e-Tel broadband service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen e-Tel broadband plan.

For FTTU service, e-Tel measures traffic in real time. All services are best effort.

e-Tel tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may request assistance by calling our business office at 270-8441-7799 or by email at support@etelonline.com.

Based on the network information e-Tel receives from its monitoring efforts, e-Tel's network is delivering data transmission rates advertised for the different high-speed Internet services. To ensure the performance of the e-Tel network, e-Tel has implemented proprietary monitoring and test protocols. e-Tel reports the results of this testing below. These result applies to both upload and download data rates. Measurements were made during peak and off peak times.

3. **Impact of Non-BIAS Data Services** The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as "Specialized Services") also offered by the provider over the last-mile facilities. Real time services, such as Non-BIAS services, include Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services, command optimal bandwidth. Because non-BIAS traffic is combined with general Internet traffic on e-Tel's network, broadband customers could experience service delays, although very unlikely, if there is an occurrence of congestion on e-Tel's network. In any such event, the Non-BIAS traffic is given priority over general Internet traffic.

C. Commercial Terms

Pricing and additional service information may be found here.

In addition to this Network Transparency Statement, the e-Tel website contains the following links:

- [Privacy Policy](#)
- [User Agreement](#)
- Acceptable Use Policy