

# MATANUSKA TELECOM ASSOCIATION

## Network Transparency Statement

Matanuska Telecom Association (“MTA” 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 the purchase of broadband services. Information about MTA’s other policies and practices concerning broadband are available at [www.mtasolutions.com](http://www.mtasolutions.com) (“MTA Website”).

MTA 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. MTA’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. MTA wants its customers to indulge in all that the Internet has to offer, whether it is educational, commerce, social networking, streaming videos and music, to communicating through email and videoconferencing.

MTA’s network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that MTA uses to manage its network.

### **A. MTA’s Network Transparency Disclosures**

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

- 1. Blocking:** MTA does not block or discriminate against lawful content.
- 2. Throttling:** MTA does not throttle, impair or degrade lawful Internet traffic.
- 3. Affiliated Prioritization:** MTA does not prioritize Internet traffic and has no plans to do so.
- 4. Paid Prioritization:** MTA has never engaged in paid prioritization. We don’t prioritize Internet for consideration to benefit particular content, applications, services or devices. MTA does not have plans to enter into paid prioritization deals to create fast lanes.
- 5. Congestion Management:** MTA monitors the connections on its network in the aggregate on a continuous basis to determine the rate of utilization. If congestion emerges on the network, MTA will take the appropriate measures to relieve congestion.

On MTA'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 MTA's network.

Customers using conduct that abuses or threatens the MTA network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement 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.

MTA'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. MTA's network management practices do not relate to any particular customer's aggregate monthly data usage.

MTA monitors its network on a continuous basis to determine utilization on its network. MTA 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, MTA provides notification to the customer via email or phone. If a violation of MTA's policies has occurred and such violation is not remedied, MTA will seek to suspend or terminate that customer's service.

- 6. Application-Specific Behavior:** Except as may be provided elsewhere herein, MTA does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with MTA.
- 7. Device Attachment Rules:** Customers must use PPPoE for authentication of point-to-point connections between devices on the network. There is a limit of one (1) PPPoE session per account. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the MTA broadband network must be provided by MTA. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, **customers** are responsible for ensuring that their equipment does not harm MTA's network or impair the service of other customers. MTA 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 MTA'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:** MTA knows the importance of securing its network and customers from network threats and annoyances. As its normal practice, MTA does not block any protocols, content or traffic for purposes of network management, but MTA 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:** MTA deploys Internet access to its subscribers through hardwired broadband access Dial-Up, DSL, or Fiber.
- 2. Network Performance:** MTA 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 MTA' network. MTA 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 MTA' 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 MTA 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 MTA broadband plan.

- 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. At this time, MTA is not offering any non-BIAS data services.

## **C. Commercial Terms**

Pricing and additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find links to the following on the MTA Website:

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

For questions, complaints or requests for additional information, please contact MTA at:

Business Office at 907.745.3211

Email at [help@mtaonline.net](mailto:help@mtaonline.net)