

## **The following South Slope Cooperative Telephone Company disclosures are in reference to the FCC Open Internet Rules.**

### **Service Offerings**

South Slope Cooperative Telephone Company via the South Slope Cooperative Communications Company brand directly offers broadband ISP services through AUREON in its markets. Please visit the South Slope Cooperative Telephone Company website to check availability, speed options and pricing.

### **Performance**

AUREON is the internet upstream provider for South Slope Cooperative Telephone Company. AUREON offers a speed test site to any user or customer. It can be accessed here: [AUREON Speed Test](#) or <http://aureon.speedtestcustom.com/>. These tests are heavily dependent on a customer's home network configuration, modem, and computers, and therefore do not reflect the performance of the South Slope Cooperative Telephone Company network only.

### **Your Internet Service Speeds**

South Slope Cooperative Telephone Company provides residential and commercial customers with a variety of high speed Internet plans from which to choose, ranging from our initial tier (with download speeds up to 6 megabits per second ("Mbps"), and upload speeds up to 512 kilobits per second ("kbps")) to our top tier (with download speeds up to 220 Mbps, and upload speeds based on speed boosts). South Slope Cooperative Telephone Company provisions its customers' modems and engineers its network to ensure that its customers can enjoy the speeds to which they subscribe. However, South Slope Cooperative 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. South Slope Cooperative 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 South Slope Cooperative 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 malware and viruses.
2. **Type of connection between a customer's computer and modem**. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion. South Slope Cooperative Telephone Company does not recommend wireless modem connections for use with its higher speed tiers as many wireless connections do not perform at the speeds delivered by these tiers.
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/firewall you have installed.** Modem performance may degrade over time, and certain modems are not capable of handling higher speeds.

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

There are other speed tests that measure Internet performance. We have provided links to a few of these sites below for your reference. Please note, however, that all speed tests have biases and flaws. Each of these tests measures limited aspects of an ISP's speed and therefore must be seen as a guide rather than definitive measurements of performance.

- <http://www.speedtest.net>
- <http://netalyzer.icsi.berkeley.edu>
- <http://www.broadband.gov/qualitytest/about/>

## **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**

South Slope Cooperative Telephone Company does not implement any congestion management techniques. South Slope Cooperative 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, South Slope Cooperative Telephone Company delivers a variety of Internet-based applications. These include:

- Voice over Internet Protocol (VoIP)
- Email
- Web Hosting

South Slope Cooperative Telephone Company does not discriminate any customer traffic. South Slope Cooperative 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, South Slope Cooperative Telephone Company does not manipulate our network to perform better for customers accessing South Slope Cooperative Telephone Company email servers versus South Slope Cooperative Telephone Company customers accessing Google's gmail.

The network management practices employed by South Slope Cooperative 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, South Slope Cooperative Telephone Company will implement inbound and outbound filtering on specific hosts. These actions will be performed to ensure reliability and availability of the South Slope Cooperative Telephone Company Network. These actions will not be utilized for normal Internet applications and traffic.

NOTE: AUREON may perform this action on behalf of South Slope Cooperative Telephone Company equipment that is managed by AUREON.

## **Privacy Policy**

South Slope Cooperative Telephone Company has provided this privacy statement in order to demonstrate our firm commitment to your privacy. The following policy discloses our information gathering and dissemination practices for South Slope Cooperative Telephone Company.

## **Information**

South Slope Cooperative Telephone Company is the sole owner of the information collected on its website.

## **Viewer Privacy**

South Slope Cooperative Telephone Company does not collect personal information such as names, e-mail addresses, postal addresses, or telephone numbers. Since we do not collect any personal information on this Web site, we do not share any personal information with any third parties nor do we use any personal information for any purposes.

## **IP Addresses**

As noted above, we do not collect any personal information on this Web site. We do, however, collect and store information about your Internet connection when you visit our Web site to read or download information, such as reports, news, etc. We use this information to track Web site use, measure site traffic, and improve site navigation and information. We collect information that identifies:

- The name of the domain you access the Internet with.
- The type of web browsing software you use to view our site.
- The date and time of your access.
- The platform you are using (i.e. Windows, Macintosh or Unix).

This information is never sold, given or disclosed to third parties. This information is used internally to administer our web site, provide better services to the public, and provide aggregate traffic statistics to South Slope Cooperative Telephone Company staff. No personal information is collected.

## **Hyperlinks**

Additionally, this site contains links to other sites. South Slope Cooperative Telephone Company is not responsible for the privacy practices or the content of such Web sites unless operated directly by South Slope Cooperative Telephone Company. We encourage you to note when you leave our website and read the privacy statements of each website that collects personally identifiable information.

## **Acceptance and Jurisdiction**

By using this service, you agree that you have read, understand and will abide, and be bound, by the terms of this Web Site Privacy and Policies ("Terms"). If you do not agree to these Terms, please do not use the South Slope Cooperative Telephone Company web site. These Terms shall be governed in all respects in accordance with the laws of the State of Iowa without regard to the conflict or choice of law rules thereof. Courts sitting in the State of Iowa, federal and state, shall have exclusive jurisdiction over any dispute arising hereunder.

South Slope Cooperative Telephone Company reserves the right to change, modify or update this statement at any time without notice.

## **Contacting South Slope Cooperative Telephone Company**

If you have any questions about this privacy statement, the practices of this site, or your dealings with South Slope Cooperative Telephone Company, you may contact us at the following:

South Slope Cooperative Telephone Company  
980 North Front Street  
P.O. Box 19  
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Phone: 319-626-2211  
Fax: 319-665-7000