

**ISPs shall include in the filing**

- Name of filer:  
**Tim Bradley**
- Filer's FCC Registration Number (FRN):  
**0018548107**
- Trade name or DBA name under which the described ISP services are offered to consumers:  
**BancCentral Financial Services dba eConnect Wireless**
- Type of ISP service (e.g., wired, mobile wireless, fixed wireless):  
**Fixed Base Wireless**
- Brief description of service covered by the disclosure:  
**Provide fixed base wireless internet access to rural customers**
- The effective date of the disclosure:  
**09/05/2018**
- Whether the submission is a new/first-time disclosure or an amendment to a prior submission  
**First time submission**

**Certification of Filing Accuracy**

Each submission shall include a completed certification of accuracy, stating the name and signature of a company official (e.g., corporate officer, managing partner, or sole proprietor) who certifies that he/she has examined the information contained in the disclosure and that all information contained in the submission is true and correct. See e.g., 47 CFR § 1.16.

**I verify under penalty of perjury that the foregoing is true and correct.**

Executed on 09/05/2018.  
Date

Tim Bradley  
Name

Chief Information Officer  
Title

[Signature]  
Signature

**Substantive Disclosure Submission**

Each submission shall address the categories of information listed in paragraphs 218 – 223 of the Restoring Internet Freedom Order – Network Management Practices, Performance Characteristics, and Commercial Terms, as detailed below. If the ISP does not engage in a specific activity listed below, the ISP should mark it as “Not Applicable” in its disclosure.

- Network Management Practices
  - *Blocking.* Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-

harmful devices, including a description of what is blocked.

– **Not Applicable**

- *Throttling.* Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including a description of what is throttled.

– **Not Applicable**

- *Affiliated Prioritization.* Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

– **Not Applicable**

- *Paid Prioritization.* Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

– **Not Applicable**

- *Congestion Management.* Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices' effects on end users' experience; criteria used in practices, such as indicators of congestion that trigger a practice, including any usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate.

– **Not Applicable**

- *Application-Specific Behavior.* Whether and why the ISP blocks or rate-controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications.

– **Not Applicable**

- *Device Attachment Rules.* Any restrictions on the types of devices and any approval procedures for devices to connect to the network.

**Requires the use of a fixed base wireless radio. No limitations or restrictions beyond that.**

- *Security.* Any practices used to ensure end-user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security).

**Customer equipment authenticates with username and password to central concentrator.**

**Equipment on the network has firewall and security in place to prevent access to the equipment.**

▪ **Performance Characteristics**

- *Service Description.* A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications.

**Fixed base wireless service. Speed options and latency vary based on line-of-sight conditions.**

Customers can receive up to 12Mbps downloads based on the service plan they purchase and line-of-sight conditions.

- *Impact of Non-Broadband Internet Access Service Data Services.* If applicable, what non-broadband Internet access service data services, if any, are offered to end users, and whether and how any non-broadband Internet access service data services may affect the last-mile capacity available for, and the performance of, broadband Internet access service.  
– Not Applicable

#### ▪ Commercial Terms

*Price.* For example, monthly prices, usage-based fees, and fees for early termination or additional network services.

#### PLAN RATES

##### Residential Rates

- 6Mbps - \$59.95
- 9Mbps - \$79.95
- 12Mbps - \$99.95

##### Business Rates

- 6Mbps - \$114.95
- 9Mbps - \$139.95
- 12Mbps - \$159.95

**\*Business rates include faster upload speed and a static public IP address**

#### TERMS

- a. Authorization for BancCentral Financial Services Corp. to draft a BancCentral National checking account specified at signup for this service.
- b. BancCentral Financial Services Corp. owns the modem/radio and the customer is participating in a lease of the said modem/radio. Customer is responsible for its safekeeping and must return it if the agreement is terminated.
- c. Location or complexity of installation may incur additional charges could apply. Customer will pay those charges only when notified prior to installation and reserves the right to terminate this agreement prior to installation should the total installation charges exceed the stated maximum installation range of \$50 - \$150 paid to the installer.

#### TERM AND TERMINATION; TERMINATION FEE

- a. The Agreement will have a Term as designated on the Work Order.
- b. At the end of the initial Term, the Agreement will automatically renew for successive one-month periods unless you advise eConnect in writing that you wish to terminate the Services.
- c. If you terminate this Agreement before the end of the Term, you agree to pay eConnect a termination fee of \$200.00 (the "Termination Fee") plus fees equal to the Monthly Fee

multiplied by the number of months remaining in the Term at the time of termination.

## **PAYMENT TERMS**

- a. eConnect will provide the Services subject to the Agreement, and payment for the Services when due by automatic withdrawal from a valid bank account, or by invoice and purchase order where applicable.
  - b. eConnect will perform a credit check prior to providing the Equipment and Services.
  - c. Failure to pay all valid charges for the Services when due, may result in accruing interest on those charges.
  - d. On-site service calls will not be charged unless, it's a customer owned equipment problem. Calls WILL be billable for \$75.00/hour.
  - e. Support over the telephone, it may be billable for \$35.00 at the discretion of the Technician.
  - f. Failure to pay any amounts owed to eConnect within 30 days, will result in the disconnect Services without notice. Service can only be restored after full payment has been made on the account in addition to a \$25.00 reconnect fee.
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- o *Privacy Policies.* A complete and accurate disclosure about the ISP's privacy practices, if any. For example, whether any network management practices entail inspection of network traffic, and whether traffic is stored, provided to third parties, or used by the ISP for non-network management purposes.

**eConnect will never rent or sell your personal information. Any user statistics that we may provide to outside agencies, affiliates, or partners are provided in the aggregate only and do not include any personally identifiable information. Personal information we receive through our network monitoring is only used to troubleshoot connectivity issues and will not be stored after the trouble ticket has been closed. Whenever eConnect handles personal information, we take steps to ensure that your information is treated securely and in accordance with the eConnect privacy policy and the terms and conditions of the service being rendered to you by eConnect.**

- o *Redress Options.* Practices for resolving complaints and questions from consumers, entrepreneurs, and other small businesses.

**Complaints and questions from current or potential customers can be made in person, by phone, or by email. The reason for the call or subject of the question will determine the most appropriate department needed to quickly resolve complaints and answer questions.**