# Superior iNET

## Transparency Disclosure

### Overview:

Beginning June 11, 2018, all internet service providers (“ISPs”) are required to publicly disclose information about the network management practices, performance characteristics, and commercial terms of their broadband Internet services in one of two ways: • By providing disclosures on publicly available, easily accessible websites of their choosing • By submitting them to the Federal Communications Commission (“FCC”) for posting. Superior iNET (“SiN”) has elected to submit our Internet Transparency Disclosure to the FCC.

### Required Public Disclosures

#### 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.

**SiN does not block access to any lawful content.**

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.

**SiN does not intentionally degrade or impair access to lawful Internet traffic.**

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.

**SiN does not favor any traffic over other traffic.**

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.

**SiN does not engage in paid prioritization.**

Congestion Management: Describe congestion management practices, if any.

**SiN monitors and proactively reinforces our network with additional capacity in areas where growth trends identify a need. If network congestion occurs, SiN employs various techniques to ensure a positive customer experience and fair distribution of network resources.**

Application Specific Behavior: In this section SiN is asked if and why we block or rate-control specific protocols or protocol ports, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications.

**SiN Internet customers receive full access to all of the lawful content, services, and applications that the Internet has to offer.**

**SiN does not otherwise block, prioritize, or degrade any Internet sourced or destined traffic based on application, source, destination, protocol, or port unless it does so in connection with a security practice described in the Terms of Service and Acceptable Use Policy.**

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

**SiN users may attach devices of their choice to the SiN provided demarcation device. Any attached devices must be used in a manner consistent with our Terms of Service and Acceptable Use Policy.**

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 be reasonably be used to circumvent network security).

**SiN engineers are dedicated to managing our network to ensure that all customers receive the most secure online experience.**

**When malicious behavior is identified, SiN engineers employ various techniques to help provide a positive customer experience. Our security management techniques include ensuring that customer systems are not propagating viruses, distributing spam email, or engaging in other malicious behavior.**

#### 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.

**High speed internet service is provided via multiple 500 megabit, geographically diversified, fiber connections to Tier 1 and Tier 2 backbone providers. Latency to SiN backbone providers are between 4ms and 9ms.**

**Fixed wireless to the home technologies are utilized to deliver service to the end user premise (customer). SiN provisions the wireless equipment to account for approximately 5% of overhead on the customer’s link in order to achieve the published link speed. Under normal circumstances, a customer should expect to receive the speed of the link speed purchased. Latency on SiN’s network is less than 15ms. 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 WISP such as SiN. These conditions include:**

1. **Performance of a customer's computer, including its age, processing capability, operating system, the number of applications running simultaneously, and the presence of any adware and viruses.**
2. **Type of connection between a customer's computer and router. For example, wireless connections may be slower than direct connections into a router. Wireless connections also may be subject to greater fluctuations, interference and congestion. SiN 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 a subscriber-owned router installed. Equipment performance may degrade over time, and certain devices are not capable of handling higher speeds.**
7. **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.**

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.

**SiN does not offer Non-Broadband Internet Access Data Services.**

#### Commercial Terms

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

**SiN pricing may be found at** [**www.superiorinet.net/rate-plans**](http://www.superiorinet.net/rate-plans)**. SiN has no usage fees. SiN requires an initial one-year contract. SiN offers no additional network services.**

Privacy Policy: 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.

**SiN does not inspect, store, or provide network traffic information to any third-party for non-network management purposes.**

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

**Please contact Superior iNET at 402-879-0102, Monday-Friday, 8:00 AM to 5:00 PM to discuss any issues or concerns.**