

Borough of Kutztown Network Management Disclosure

The Borough of Kutztown (Home Net) is committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition and free expression. We do not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic. In accordance with Part 8 of the Rules of the Federal Communications Commission (FCC), the purpose of this disclosure is to make available information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable you to make informed choices regarding the purchase and use of our services. This document does not replace or alter the terms and conditions of your service.

Resolving Complaints and Questions

If you have any questions or concerns about your Internet services, please contact Home Net customer service at 610-683-5722.

Service

Service is offered at “up to” certain speeds and we cannot guarantee customers will always experience those speeds. Speeds can vary depending on the following variables:

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 adware or viruses.
2. Type of connection between a customer’s computer and us. For example, wireless connections may be slower than wired connections into a router. Wireless connections may be subject to signal fluctuations, interference, and congestion. It is the customer’s responsibility to determine whether certain wireless devices or other customer equipment are acceptable for use with their Internet services.
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. A customer’s connection may traverse the networks of multiple providers before reaching its destination, and the limitations of those networks can affect the overall speed of that Internet connection.
4. Congestion. If a large number of visitors are accessing a site or particular destination at the same time, your connection will be adversely affected if the site or final destination does not have sufficient capacity to serve all of the visitors efficiently. Congestion can also occur when our customers simultaneously request high volumes of data during peak usage times.

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 you may have installed. Router performance may degrade over time, and certain routers are not capable of handling higher speeds.

Customers may test service speeds using commercial speed tests available online, such as <http://www.speedtest.net> or <http://www.testmy.net/>. Please note that all speed tests have biases and flaws, and should be considered only as informational and not a reflection of actual performance. If you are consistently testing substantially below your contracted speed, please contact Home Net customer service at 610-683-5722 for assistance.

Network Management

At this time, we do not engage in any congestion management that reduces the capacity available to particular services or customers. In rare cases we may take corrective action if a customer has been identified as a heavy user or who has violated terms of service. We do not target specific types of traffic based on their technology or their provider, modify protocol fields in ways not prescribed by the protocol standard, inhibit or favor certain applications or classes of applications, or block or manage any specific protocols or protocol ports.

Commercial Terms of Service and Privacy Policies

All services must be used in accordance with our acceptable use policy, which is posted at <http://www.huhome.net.com/pdfs/InternetUsePolicyHU2010.pdf>. At this time there are no limits other than the speed of service regarding the quantity of data that you transmit or receive, and no additional charges that apply based on usage beyond what is advertised. We do not store usage data, provide any information about customers' usage to third parties, or engage in deep packet inspection or any other inspection of content or usage data for non-network purposes, except to the extend required by applicable law.

Equipment

We do not restrict you from using any equipment that is compatible with and does not cause harm to our network except that residential customers may not connect any type of server to their service unless they purchase static IP address. In order to obtain a static IP address the intended use must be disclosed.