

# Network Management Policy

USA Communications ("we," "our," "us"), as an Internet service provider (ISP), dedicates substantial resources to extend Internet access to our valued customers. Our commitment is to deliver an optimal online experience that allows customers to access all lawful online content and services. This document serves to provide transparency regarding USA Communications' network management practices and performance standards for broadband Internet services. Our goal is to empower customers to make informed choices regarding their use of these services. We strive to comply with all pertinent federal regulations, ensuring that customers have access to a variety of content, applications, services and devices.

In providing broadband Internet access services, we may utilize wholesale or other "upstream" providers. This Network Management Policy pertains specifically to the USA Communications' network and network management practices. We utilize both Aureon & South Front Network Services as upstream providers.

**General Overview:** High-speed bandwidth and network resources are limited, and managing the network is essential to promote the use and enjoyment of the Internet for our customers. USA Communications is committed to providing the best online experience for its users through reasonable network management practices that align with industry standards. These practices aim to mitigate issues such as spam, viruses, security threats, network congestion, and other potential disruptions to service quality.

USA Communications outlines several key principles and practices aimed at ensuring a fair and reliable broadband Internet experience for its customers:

**1. Non-Discrimination of Lawful Content:**

- **Policy:** We do not block, throttle, or inhibit any lawful content, specific applications, or classes of applications.
- **Explanation:** All lawful online content and applications are treated equally without any intentional degradation of service.

**2. Open Device Connectivity:**

- **Policy:** We do not restrict the types of devices that can be connected to our network.
- **Explanation:** Customers are free to connect any compliant device to our network without limitations imposed by USA Communications.

**3. Non-Prioritization Policies:**

- **Policy:** We do not engage in paid prioritization or affiliated prioritization.
- **Explanation:** Internet traffic is not prioritized based on financial agreements or affiliations with specific content, applications, or services.

**4. Traffic Congestion:**

- **Policy:** We employ traffic management tools to prioritize and allocate network resources efficiently.
- **Explanation:** Measures are in place to minimize network congestion to ensure a consistent quality of service.

**5. Performance Optimization:**

- **Policy:** We continuously monitor and optimize our network to enhance performance and reliability.
- **Explanation:** Efforts are ongoing to ensure that our customers experience reliable and consistent service.

Additional aspects of USA Communications' broadband service include:

- **Service Technologies:** USA Communications utilizes broadband technologies such as fiber and copper twisted pair services. Performance characteristics may vary based on the specific service technology available in different locations.
- **Advertised Speeds:** USA Communications offers various high-speed Internet packages with speeds "up to" specified levels, acknowledging that actual speeds may vary due to several factors.

- **Actual Speeds and Latency:** Factors affecting speed include customer device performance, network configurations, distance to Internet destinations, website limitations, and equipment quality.
- **Real-Time Applications:** Service packages are designed to support real-time applications like voice and video streaming with suitable latency characteristics.

### Commercial Terms:

To meet usage and budgetary needs of our customers, USA Communications offers an good selection of broadband internet access plans. For up-to-date pricing information on our broadband internet services, please visit our website [www.usacomm.coop](http://www.usacomm.coop) where you will find detailed Broadband Labels for each speed offering. View our "machine-readable" broadband labels at <https://usacomm.coop/wp-content/uploads/Machine-Readable-Labels.csv>. To explore available options in your service area, please visit [www.usacomm.coop](http://www.usacomm.coop) or contact our customer service team at 319-436-2224 for personalized assistance.

### Customer Tools:

- **Speed Test:** Customers can test their connection speeds using the speed test available at [www.speedtest.net](http://www.speedtest.net). Results may vary based on Wi-Fi conditions and other factors outlined above. Therefore, these tests do not necessarily reflect the performance of USA Communications network alone.
- **Other Policies:** In addition to this Network Management Policy, customers must adhere to our [Privacy Policy](#) and our [Acceptable Use Policy](#). The most recent versions are available on our website [www.usacomm.coop](http://www.usacomm.coop)
- **Changes to Policies:** Policies are subject to change without prior notice. It is encouraged that customers view the most recent version available on our website [www.usacomm.coop](http://www.usacomm.coop).
- **Redress Options:** If you have questions, concerns or inquiries regarding this Network Management Policy or customer support options, please contact our office.

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In conclusion, USA Communications strives to deliver an exceptional broadband Internet experience through responsible network management practices. These efforts are aimed at maintaining network reliability, security and performance while effectively meeting the diverse needs of our customers.

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