Marne Elk Horn
Network Management Practices Policy

Pursuant to the Federal Communications Commission's newly enacted Open Internet Rules found in Part 8 of Title 47 of the Code of Federal Regulations, the policies of Marne Elk Horn ("Provider") regarding network management practices, performance characteristics, and commercial terms are provided in entirety so that Provider's current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Provider, and the extent Provider's network management practices may affect those services.

Network Management Practices

In the interest of providing the best online experience possible for all of Provider's customers, Provider utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Provider reasonably manages its network to promote the use and enjoyment of the Internet by all of Provider's customers. By engaging in reasonable and responsible network management, Provider prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade service. The network management practices employed by Provider are consistent with industry standards.

Congestion Management

Provider does not employ any congestion management tools, practices and/or software on network traffic.

Application-Specific Behavior

Provider does not make use of any application-specific network management practices. Provider does not favor, modify, inhibit, rate control or block any specific protocols, protocol ports or fields, or any applications or classes of applications.

Device Attachment Rules

In order for a device to be approved for use on the Provider's network, the device must conform to publicly available industry standards and be non-harmful to Provider's network.

Security

Provider offers its customers unrestricted access to all of the lawful content, services, and applications available on the Internet. Provider uses industry standard tools and generally accepted best practices and policies to protect our customers from spam, phishing, and other unwanted or harmful online content and activities. In the instances where these tools and policies identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be permitted to identify or inspect content to determine if it is harmful or unwanted.

Performance Characteristics

Provider offers broadband Internet access service via Digital Subscriber Line ("DSL"), Fiber-to-the-Home ("FTTH") and, Cable modem. The advertised speed of Provider's Internet service is the maximum speed achievable with the technology utilized by Provider. While the maximum advertised speed is attainable for end users, several factors may affect the actual speed of Provider's Internet service offerings, including, but not limited to: the distance of the consumer's home or office from Provider's central office (*i.e.*, the further away the customer is from the central office, the slower the broadband speed), the end user's computer, modem or router, activity during peak usage periods, and other Internet traffic.

Based on internal testing using Iperf soware, Ookla Speedtest and other equipment and infrastructure diagnostics, the mean upload and download speeds are typically the advertised speeds plus or minus 510% during peak usage periods (i.e., between 7:00 p.m. and 11:00 p.m. on weeknights). Note: the speed offerings available to customers are listed here hps://www.metc.net/internet/ not all speeds are available in all communities, please reference our website for your community and speed availability.

Provider's internal testing, established a mean round trip latency of:
Fiber to the Home <10ms
DSL 60-90ms
Cable Modem 30-50ms

Provider does not offer any specialized services.

Commercial Terms

Pricing

In order to meet the usage and budgetary needs of all of our customers, Provider offers a wide selection of broadband Internet access plan options, including promotional offerings, bundled service choices, and ala carte alternatives.

To see Provider's current promotions and pricing on broadband Internet access service, please visit our website www.metc.net or call (712) 764-6161 Elk Horn or (712) 784-2211 Walnut to speak with a customer service representative.

Early Termination Fees

If a customer previously entered into a service agreement with Provider for broadband Internet access service for a defined service term, and customer desires to terminate the service agreement prior to the expiration of that term, Provider may charge a reasonable early termination fee if such fee is clearly indicated in the service agreement.

Usage-Based Fees

Provider's Internet service is priced on a monthly flat-fee basis (plus taxes) and is intended for individual customer use only. Pricing is based on contemplated usage not exceeding commercially reasonable limitations. Unlimited plans and features may ONLY be used for normal residential or business use. In the event a subscriber's usage exceeds applicable usage limitations and as an alternative to disconnection of service, Provider may offer you a revised agreement including higher rates for usage of service that is deemed to be inconsistent with normal residential or business use.

Provider reserves the right to limit throughput or amount of data transferred, and to deny or discontinue service, without notice, to any user it believes is using an unlimited data plan or feature in any manner prohibited by the Provider's Acceptable Use Policy or whose usage adversely impacts Provider's network or service levels.

For additional information on Provider's fee schedule for additional network services, visit the Provider's website at: www.metc.net

Privacy Policy

To ensure optimal network performance, Provider uses NetFlow, a network protocol that collects IP traffic information, to capture and store network performance statistics for 12 months. Provider collects this information in order to proactively analyze, diagnose and troubleshoot connection and network issues. Provider does not engage in deep packet inspection.

As part of its network management practices, Provider does not distribute information on network activity and/or traffic to any third party, or use network traffic information for any non-network management purpose. Provider may collect personally identifiable information or equipment information, as needed, to provide high speed Internet service or other services to subscribers or to detect unauthorized reception of service.

Provider is under no obligation to monitor a customer's usage, bandwidth, transmissions and/or content of service. However, Provider may monitor the usage, bandwidth transmissions and content of service periodically to comply with any necessary laws, regulations or other governmental requests or to operate service properly or to protect itself, its network and its customers and subscribers. Provider reserves the right to modify, reject, or eliminate any information residing on or transmitted to its server that it, in its sole discretion, believes is unacceptable or in violation of the Acceptable Use Policy or any other terms and provisions applicable to service.

Network activity, performance information, and equipment information monitored or collected by Provider is done so for the sole purpose of reasonable network management purposes.

To review Provider's General Privacy Policy, please visit: https://www.metc.net/wp-content/uploads/2024/01/CPNI2018.pdf

The Provider's network management practices as discussed herein are intended solely to provide the best online experience possible for all of Provider's customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Provider's network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding Provider's network management practices are encouraged to contact Provider for issue resolution.

Contact Us

If you have any questions regarding Marne Elk Horn's Network Management Practices Policy or would like to file a complaint regarding our network management practices, please contact us at:

Marne Elk Horn	Marne Elk Horn
4242 Main Street	510 Highland St
PO Box 120	PO Box 346
Elk Horn, IA 51531	Walnut IA 51577
Telephone Number: (712) 764-6161	(712) 784-2211
Fax Number: (712) 764-2773	(712) 784-2010
Email Address: metc@metc.net	metc@metc.net
www.metc.net	www.metc.net

Further, if you believe that Provider is in violation of the FCC's Open Internet Rules, you may file either an informal or formal complaint with the FCC.

http://esupport.fcc.gov/complaints.htm

Additional Disclaimers

The Open Internet Rules, as adopted, and Provider's Network Management Practices Policy are not intended to affect, alter or otherwise supersede the legal status of cooperative efforts by broadband Internet access service providers and other service providers that are designed to curtail infringement in response to information provided by rights holders in a manner that is timely, effective, and accommodates the legitimate interests of providers, rights holders, and end users.

Furthermore, the Open Internet Rules, as adopted, and Provider's Network Management Practices Policy do not prohibit Provider from making reasonable efforts to address the transfer of unlawful content or unlawful transfers of content.

For additional information, please review Provider's Acceptable Use Policy at: https://www.metc.net/wp-content/uploads/2024/01/Acceptable-Use-Policy-April-2020.pdf