

Disclosures in reference to FCC Open Internet Rules



Broadband Service Offerings

PCTC provides various speed options ranging from the basic 512 Kb down – 256 Kb up to 1 Gb down – 1 Gb up. Internet service may require a subscription to a land line and higher speeds may require multiple lines. Internet is offered on a “best effort” basis and realized speeds will vary depending on transmission equipment, customer location, and customer premise wiring and equipment but will generally be 80% of subscribed level, the balance being used as overhead.

Performance

PCTC / Airstream offer a speed test site to any user or customer. It can be accessed at <http://speedtest.airstreamcomm.net>

Congestion Management

PCTC’s internet service is managed by Airstream / WIN. Airstream does not implement any congestion management techniques. Airstream operates its network to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best effort.

Content, Applications, Service and Device Providers

As a full service Internet Service Provider, PCTC in partnership with Airstream delivers a suite of Internet-based applications. These include:

- Dial up and Broadband Internet Access
- Email
- Web Hosting
- File Transfer Protocol

Airstream does not discriminate any customer traffic. Airstream utilizes the network management techniques that are equal and standard across all user applications. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, Airstream does not manipulate its network to perform better for customers accessing Airstream email servers versus Airstream customers accessing Google’s gmail.

The network management practices employed by Airstream do not differ between our directly offered applications and those general applications offered over the Internet.

Security Measures –

For customers with statically assigned IP addresses, Airstream Communications blocks outbound traffic on TCP Port 25 to any outbound email servers other than Airstream’s email servers in an effort to prevent email spam attacks originating from compromised customer devices on the Airstream network.

In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, Airstream will implement inbound and outbound traffic filtering and/or blocking on specific source and destination IP addresses. These actions will be performed to ensure reliability and availability of the Airstream network. These actions will not be utilized for normal Internet applications and traffic. In the case of any suspicious or malicious network activity, notification and forensic information will be made available to the appropriate law enforcement and network security resources for investigation.

To contact the Federal Communications Commission (FCC) go to: <http://www.fcc.gov/consumers>