



**LAGRANGE**  
GEORGIA

Net Neutrality Customer Notice

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## Understanding Your Internet Access Services



We are 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. 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, in accordance with Part 8 of the Rules of the Federal Communications Commission. This document is intended to be informational and does not replace or alter your contract.

## Resolving Complaints and Questions

If you have any questions or concerns about your Internet services, please call us at +706 883 2003. Our Emergency Outage Number, +706 883 2008, is available twenty four hours per day, and we aim to respond to all service calls within 30 minutes.

## Service Descriptions and Speeds

The City of LaGrange provides Telephone, High Speed Internet, and Data services to commercial and industrial customers. All of our services are provided over our 2.5 Gbps PON or our 10Gbps ERPS Ring by running fiber optic cable directly to the business. This allows us to deliver high speed, manageable services to our customers. The City of LaGrange provides two different options for Internet Service – Dedicated and Shared.

**Shared Internet Service** is provided for customers whose typical use of the Internet is for email and web surfing. With our **Shared Gold Internet Service**, for \$200 per month, we provide a 1Gbps full-duplex Ethernet connection directly into your switch or router. This is a bilateral connection with variable throughput capable of bursting to 1000Mbps (1Gbps). A bilateral connection provides the same bandwidth upstream as it does downstream. Unlike DSL or cable networks, we provide a high speed connection in *both* directions. Your Internet traffic is routed through a shared 1000Mbps connection direct to the heart of the Internet in Atlanta, Georgia. This service comes with one static IP address. A less expensive alternative is our **Shared Silver Internet Service**. For \$60 per month, we provide a bilateral connection capable of bursting up to 50Mbps. This connection uses DHCP, thus static IPs are not available, and there is no Service Level Agreement.



Unlike our Dedicated Internet services, Shared service is offered as providing service of “up to” to a specified speed. We cannot guarantee that customers will always experience those speeds. The following variables (which are often out of our control) can affect actual speeds experienced by a customer:

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 router. For example, wireless connections may be slower than direct hardwired connections into a router. Wireless connections also may be subject to greater fluctuations, interference and congestion.
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 affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. Shared service can also be affected if there is significant simultaneous demand by our shared service customers. For our customers served over dedicated fiber, we typically do not experience congestion common to shared networks that occurs when customers served by the same facilities simultaneously request high volumes of data, such as peak usage hours; however, congestion is possible between our network and the Internet.

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 equipment you have installed on your local area network. Performance may degrade over time, and certain switches, routers, and computers are not capable of handling higher speeds

**Dedicated Internet Service** is provided for our customers who require multiple static IPs and guaranteed rates with minimum latency for VPN traffic, web hosting, and other high speed applications. With Dedicated Internet Service, we provide you a 100/1000 Mbps full-duplex Ethernet connection into your router. This dedicated bi-lateral connection runs through our redundant core routers in LaGrange over protected ringed networks to primary routers at the heart of the Internet in Atlanta, Montgomery, Ashburn, Chicago, and New York. Here your traffic is routed directly to over 75 different Tier 1 providers with 99.999% availability over the last 12 months. Monthly pricing for Dedicated Internet Service is based on minimum guaranteed bandwidth according to the following matrix:

## Bandwidth Rates:

Bandwidth	Monthly
<b>1Mbps</b>	\$100
<b>2Mbps</b>	\$167
<b>3Mbps</b>	\$208
<b>4Mbps</b>	\$245
<b>5Mbps</b>	\$279
<b>6Mbps</b>	\$311
<b>7Mbps</b>	\$341
<b>8Mbps</b>	\$370
<b>9Mbps</b>	\$398
<b>10Mbps</b>	\$425

Bandwidth	Monthly
<b>15Mbps</b>	\$7568
<b>20Mbps</b>	\$668
<b>25Mbps</b>	\$752
<b>30Mbps</b>	\$824
<b>40Mbps</b>	\$940
<b>50Mbps</b>	\$1,029
<b>60Mbps</b>	\$1,097
<b>70Mbps</b>	\$1,152
<b>80Mbps</b>	\$1,196
<b>90Mbps</b>	\$1,234

Bandwidth	Monthly
<b>100Mbps</b>	\$1,267
<b>200Mbps</b>	\$1,694
<b>300Mbps</b>	\$2,148
<b>400Mbps</b>	\$2,653
<b>500Mbps</b>	\$3,168
<b>600Mbps</b>	\$3,682
<b>700Mbps</b>	\$4,193
<b>800Mbps</b>	\$4,700
<b>900Mbps</b>	\$5,205
<b>1Gbps</b>	\$5,707

At this time, we do not offer other services over the facilities we use to serve you that could materially affect your Internet performance. Our Dedicated Internet Services are expected to perform at or above the speeds listed above at all times of day. A typical performance of our Shared Gold Internet Service at hours of peak demand would be 610Mbps download, 752Mbps upload, with latency of 11 milliseconds. The minimum speed measured in 2016 was 743Mbps, and the maximum speed measured was 956Mbps. A typical performance of our Shared Silver Internet Service at hours of peak demand would be 43Mbps download, 42Mbps upload, with latency of 7 milliseconds. The minimum speed measured in 2016 was 39Mbps, and the maximum speed measured was 50Mbps.

Customers are able to test service speeds using commercial speed tests. 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 us for assistance.



## Network Management

At this time, we do not engage in any network management practices, target specific types of traffic based on their technology or their provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. We do not block or manage any specific protocols or protocol ports, but reserve the right to do so and/or to take other corrective actions after providing written notice to a customer



who has violated the terms of service or is engaging in practices that could harm the network or other customers' utilization of our services.

## Equipment

We lease equipment used for your service as part of your contract. All such equipment remains our property. At this time, we do not restrict you from using other equipment from your services that is compatible with and not harmful to our network.

## Commercial Terms of Service and Privacy

Your contract establishes the terms and conditions of service, which may include penalties for termination of service prior to the end of the term of your contract. Customers may not use services in any manner that violates applicable law or causes us to violate applicable law. Customers may not resell any aspect of services. Installation fees depend on the length of your contract and whether your location is already connected to our fiber network, as follows:

For facilities currently connected to the City of LaGrange Fiber Network:

- waived for a 3 year contract
- \$100 for a 2 year contract
- \$250 for a 1 year contract
- \$500 for month-to-month

For facilities not yet on the City of LaGrange Fiber Network:

- \$500 for a 3 year contract
- \$1000 for a 2 year contract
- \$1500 for a 1 year contract

Our contracts typically do not place limits or impose extra charges based upon usage. Other than your contract, no additional privacy policies apply to your service. We do not store usage data, provide any information about customers' usage to any third party, or engage in deep packet inspection or any other inspection of content or usage data for non-network purposes, except to the extent required by applicable law.