

Wharton County Electric Cooperative, Inc.

Network Neutrality Disclosure

Following FCC regulations, Wharton County Electric Cooperative, Inc. provides this information about our broadband Internet access services. We consider these services our “High Speed Internet Service.” You may direct any questions or comments to:

Wharton County Electric Cooperative, Inc.
PO Box 31
1815 E. Jackson St.
El Campo, Texas 77437
Phone – 1-979-543-6271
Email: wcec@mywcec.coop

NETWORK PRACTICES

General description. We provide a variety of High-Speed Internet Service offerings to our residential and business customers. We provide the service over our Wireless broadband network and through a third-party fiber optic circuit connecting to the Internet. We monitor our network and traffic patterns to make necessary changes to manage and improve overall network performance. We use reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. Our network management practices do not target any specific content, application, service, or device. As network management issues arise and as technology develops, we may employ additional or new network management practices. We will update these disclosures as necessary.

Use of our High-Speed Internet Service is also governed by:

- Broadband Service Agreement, available:
<http://mywcec.coop/content/wirehand-wireless-internet>
- High Speed Internet Service summary, available at:
<http://mywcec.coop/content/wirehand-wireless-internet>
- Acceptable Use Policy, available at:
<http://mywcec.coop/content/wirehand-wireless-internet>

Congestion management. We describe in this section network management practices used to address congestion on our network.

Congestion management practices used.

Network monitoring: We monitor our network for utilization trends. We receive regular reports showing changes in network traffic and congestion. We use this information to plan increases in bandwidth available, port additions, or additional connectivity to the Internet.

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Purposes of congestion management practices. Our High-Speed Internet network is a shared network, so our customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and speeds for all users. Our congestion management practices serve to:

- Help us adapt and upgrade our network to maintain or improve network performance as demand for our High-Speed Internet Service increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high definition video.
- Help us maximize network availability for all users to experience speeds associated with, or closely associated with, the level of service purchased.
- Help us identify abuse using substantially disproportionate amounts of bandwidth.

Congestion management criteria.

Network monitoring: Our network monitoring provides data to help us plan upgrades to our network, equipment, technology, and connectivity to the Internet. As demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary. We have not any sort of criteria to govern our upgrade decisions.

Types of traffic affected: Our congestion management practices do not target any specific content, application, service, or device.

Effects on end user experience: Because our High-Speed Internet network is a shared network, periods of high network demand may result in Internet traffic congestion. Our congestion management techniques impact all users equally, by slowing down Internet connection speeds during peak periods if congestion occurs. End users may experience reduced bandwidth or speed during these times.

Typical frequency of congestion: Congestion tends to occur during periods of peak demand for higher bandwidth applications. Generally, the frequency of congestion tends to increase during 5 pm – 2 am.

Application-Specific Practices.

This section discloses any application-specific practices we use, if any.

Commercial applications by residential users. We do not restrict residential accounts from using our High-Speed Internet Service as the basis for a business enterprise. We do offer commercial-grade High Speed Internet Service for that purpose.

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Management of specific protocols or protocol ports. To protect the security of our network and our customers, we block known hostile ports. In addition, all ports and protocols are subject to our management practices. Specifically, we manage ports and protocols associated with high bandwidth usage during periods of peak congestion on our network to ensure equitable distribution of bandwidth to our customers.

Modification of protocol fields. None.

Applications or classes of applications inhibited or favored. None.

Device Attachment Rules.

This section addresses any limitations on attaching lawful devices to our network.

General restrictions on types of devices to connect to network. We place no general restrictions on lawful devices that a customer may connect our network, so long as the device is: (i) compatible with our network; and (ii) does not harm our network or other users. Our High-Speed Internet Service works with most types of PCs and laptops including Macs. If a wireless router is connected to our High-Speed Internet Service, wireless Internet compatible devices including computers, tablets, smartphones and other devices can connect to our network. If a customer or potential customer believes they have an unusual configuration, our technicians will help determine if there is a compatibility problem.

Network and End User Security

This section provides a general description of the practices we use to maintain security of our network.

Practices used to ensure end user security, including triggering conditions.

Hostile port blocking: We block known hostile ports to prevent unwanted files, browser hacking and virus attacks.

Virus and Spam filtering: We do not perform any sort of filtering on email and website traffic for virus activity and Spam.

Practices used to ensure security of the network, including triggering conditions.

Wharton County Electric Cooperative, Inc. uses a variety of industry standard practices to protect our network from harmful attacks.

Hostile port blocking: We block known hostile ports to prevent unwanted files, browser hacking and virus attacks.

Virus and Spam filtering: We do not perform any sort of filtering on email and website traffic for virus activity and Spam.

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PERFORMANCE CHARACTERISTICS

General Service Description. Our High-Speed Internet Service includes User Equipment (UE), wiring, and a POE adaptor. Through our High-Speed Internet Service, we serve as a local Internet service provider. Our High-Speed Internet Service enables users to access all lawful content, applications, and services of their choice available on the Internet.

Service technology. We deliver our High-Speed Internet Service over our Fixed Wireless Broadband network. This is a shared network, which means that our customers share upstream and downstream bandwidth.

Expected and actual speeds and latency:

Expected performance. We offer customers a variety High-Speed Internet Service service levels. We provide a description of the expected maximum transfer speeds associated with each service level in our High Speed Internet Service Overview, which can be found at <https://newwavecom.com/internet/>.

Speed. The speeds we identify for each High-Speed Internet Service level are the maximum upload and download speeds that customers are likely to experience. We provision our customers' UE's and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, computer performance, or service, and more.

Latency. Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer's computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

Actual speed and latency performance. Actual speed and latency may vary depending upon network conditions and other factors. Actual performance of our High-Speed Internet Service in most cases will conform to national wireless broadband Internet speed and latency levels reported by the FCC.

Suitability of the Service for Real-time Applications. Our High-Speed Internet Service is suitable for typical real-time applications including messaging, video chat applications, gaming, and Internet video. If users or developers have questions about particular real-time applications, please contact us through the contact information on page 1.

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COMMERCIAL TERMS

Prices. Monthly prices for our High-Speed Internet Service are available on our website at: <http://mywcec.coop/content/wirehand-wireless-internet> .

Usage-based fees. None.

Fees for early termination. Remainder of 12 month contract.

Consumption caps. None.

Fees for additional network services. None.

Privacy Policies. We do not disclose our High-Speed Internet Service customer data or usage information to third parties except: (i) response to law enforcement requests, court order, or as otherwise required or authorized by law; and (ii) as necessary to protect our rights, property, and operations, and those of any affiliated providers.

Inspection of network traffic. We routinely monitor network and traffic patterns.

Virus and Spam filtering: We do not perform any sort of filtering on email and website traffic for virus activity and Spam.

Storage of network traffic information: DHCP (Dynamic Host Configuration Protocol) information is a code included in all network traffic that associates that traffic with a particular cable modem sending or receiving the traffic. We store DHCP information for at least 12 months.

Provision of network traffic information to third parties: We do not disclose our High Speed Internet Service customer or use information to third parties except: (i) in response to law enforcement requests, court order, or as otherwise required or authorized by law; and (ii) as necessary to protect our rights, property, and operations, and those of any affiliated providers.

Use of network traffic information for non-network management purposes: None.

REDRESS OPTIONS

Practices for resolving end-user and edge provider complaints and questions: End users or edge providers with complaints or questions relating to these disclosures should contact us through the contract information on page 1.

Questions: We will endeavor to answer questions promptly via email or voice.

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Complaints: We will provide an initial response in writing within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.