

PennWisp Internet Broadband Disclosures

PennWisp strives to provide consumers with accessible, easy-to-understand information about the services we provide, so they can make informed decisions about which services best meet their needs. Consistent with that goal, we have established this page as a single place where consumers and others can access and review the relevant policies, agreements, and other information about our broadband Internet access services.

Additionally, the Federal Communications Commission ("FCC") requires that PennWisp and other providers of broadband Internet access services disclose certain information regarding those Internet services. The information required for disclosure under the FCC's rules is found below and in the various policies and documents listed and linked on this page. To assist you in finding the information you're looking for, we highlight below information that the FCC specifically calls for in the Open Internet Disclosures.

Network Practices

PennWisp does not discriminate against lawful Internet content, applications, services, or non-harmful devices. The bullets below provide an overview of PennWisp's network practices with respect to its broadband Internet access services. Additional information, including more-detailed technical information, is available in the [**Network Management Information Section**](#).

Blocking

PennWisp does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices. PennWisp does engage in reasonable network management practices described below and in our [**Network Management Information Section**](#).

Throttling

PennWisp does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device. PennWisp does engage in reasonable network management practices described below and in our [**Network Management Information Section**](#).

Affiliated Prioritization

PennWisp does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

Paid Prioritization

PennWisp does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Network Management

PennWisp manages its network with one goal: to deliver the best possible broadband Internet access service to all of its customers. To further this effort, PennWisp uses reasonable network management practices that are consistent with industry standards. PennWisp uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Acceptable Use Policy and the Customer Agreement for Residential Services. These tools and techniques are dynamic and can and do change frequently. Network management activities may include identifying spam and preventing its delivery to customer email accounts, and detecting malicious Internet traffic and preventing the

distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

As the Internet and its related technologies continue to evolve, PennWisp's network management tools will also keep pace so we can deliver an excellent, reliable, and safe experience to all of our customers. We will provide updates here as well as other locations if we make significant changes to our network management techniques.

PennWisp currently does not maintain a separate system to assist with managing times of congestion. As our network technologies and usage of the network continue to evolve, we reserve the right to implement a new congestion management system if necessary in the performance of reasonable network management and in order to maintain a good broadband Internet access service experience for our customers, and will provide updates here as well as other locations if a new system is implemented.

Application-Specific Behavior

PennWisp provides its broadband Internet access service customers with full access to all the lawful content, services, and applications that the Internet has to offer. PennWisp does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, and identity theft), does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

Security

PennWisp employs a number of practices to help prevent unwanted communications, such as spam, and protect the security of PennWisp's customers and network. We limit the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above "normal" rates) that customers can send to our servers in order to protect them from Denial of Service (DoS) attacks. (We do not disclose exact rate limits in order to maintain the effectiveness of these measures.) Please see [**Email - Limitations on Sending**](#) and [**What is PennWisp Doing About Spam**](#) to learn more.

In order to further protect our customers, PennWisp blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information. PennWisp conducts several security initiatives, and offers security tools for our customers at our online security page. For more information, see [**List of Blocked Ports**](#).

PennWisp has an [**Alerts**](#) page that provides news and information on topics related to network security.

Performance Characteristics

Service Description

PennWisp provides a detailed summary of its [**Internet service performance**](#) containing information about speed and latency, as well as other related topics. PennWisp has always prided itself on providing state-of-the-art broadband services at the highest possible speeds.

Other Services on Our Network

PennWisp currently provides voice services and certain Metro-Ethernet enterprise business services (using IP-based technologies), to its customers over the same physical network used to deliver Internet Access Service to residential and small and medium business customers. Our IP voice services are provisioned with separate service capacity and delivered over separate service flows using Differentiated Service Code Point ("DSCP") technology, and the voice services are marked for prioritization (to ensure that calls, e.g., 911 calls, go through even in times of congestion). These services are designed to protect the integrity and reliability of the PennWisp Internet service, which is delivered on a best-efforts basis.

Commercial Terms

Pricing and Other Fees

PennWisp's broadband Internet access services may be subject to promotional rates. Additional fees, such as for equipment rental, installation, and early termination, may apply. For information about pricing and fees for various PennWisp Internet tiers of service and all its PennWisp services, please visit the **[PennWisp Deals & Promotions](#)** page.

Data Usage Plans

PennWisp does not currently apply any "data caps," usage thresholds, or any other form of usage-based billing, but reserves the right to do so.

Privacy Policies

PennWisp's privacy policies with respect to PennWisp Internet service are explained in the **PennWisp Customer Privacy Notice**.

Redress Options

If you have any questions about these disclosures, cannot find what you are looking for, or have any other concerns about PennWisp Internet service, please contact PennWisp at **bbdisclosures@PennWisp.com**. PennWisp will review and promptly respond to all submissions.