

## **Open Internet Disclosure Statement of the Western Ohio Computer Organization (WOCO)**

The Federal Communications Commission (“FCC”) requires that we provide you with the following information regarding WOCO’s broadband Internet access service to schools and libraries through the federal E-rate program, including information regarding any network management practices that WOCO employs, the performance characteristics of our services, and the terms of our service offerings. The disclosure is intended to provide current and prospective E-rate customers and providers of “edge” products (i.e., providers of content, applications, service and devices accessed over or connected to WOCO’s broadband Internet access service) with sufficient information to make informed choices regarding the use of such services.

The information provided below applies solely to the portion of our network that provides broadband Internet access service, as defined by the FCC. Other portions of our network may be used to provide other services, such as phone service, each of which are subject to their own terms and conditions of service. Nothing herein is intended to address the network management practices, performance characteristics, or commercial terms that may be implemented by the schools and libraries which are the end users we serve, in connection with their provision of Internet service to others.

The information provided herein may be revised from time to time as WOCO deems appropriate and should be read in conjunction with WOCO’s Privacy Policy available at [www.woco-k12.org](http://www.woco-k12.org).

### **NETWORK PRACTICES:**

#### **Congestion Management**

WOCO manages its network to supply its customers with high quality Internet service. The FCC permits broadband Internet access service providers, such as WOCO, to employ “reasonable network management practices” to manage network congestion, where needed. Since schools and libraries purchase our service for primarily educational usage, WOCO is particularly attuned to ensuring consistent service at requested speeds for those purposes.

WOCO implements filtering and spam detection to manage reliable email sources and mitigate spam that could affect the network.] WOCO reserves the right to apply “reasonable network management practices” that are commonly used in our industry, as deemed necessary to protect our customers from activities, such as security attacks or extreme traffic spikes, that can negatively affect all or significant portions of the network and may cause service degradation or system overload.

#### **Usage Limits**

WOCO does not currently employ usage-based limits on the broadband service provided to its customers.

#### **Application Specific Behavior**

WOCO does not discriminate against or prevent users of its broadband Internet access service from accessing lawful content or services; running lawful applications and services of their choice; or connecting their choice of legal devices, so long as such applications, services and/or devices do not harm the network or the provision of broadband Internet access service, facilitate theft of service, or harm users of the service. Moreover, WOCO does not impair or degrade specific content, applications, services or non-harmful devices so as to render them effectively unusable, subject to any reasonable network management practices described herein.

WOCO reserves the right to employ reasonable network management practices to prevent specific harmful or illegal activity, such as the dissemination of viruses or other malicious code or the transfer of child pornography or other unlawful content.

### **Device Attachment Rules**

WOCO's internet access service utilizes router(s), switch(es) and other devices that are owned and managed by WOCO, not the customer. The customer is responsible for any customer-owned equipment connected to WOCO's Internet access service. WOCO does not require use of any specific devices.

### **Security**

WOCO employs certain practices to ensure the security of our customers and our right to protect our network. These include practices intended to protect WOCO's servers against Denial of Service attacks and to prevent harmful elements such as viruses, spam and identity theft. [To that end, WOCO blocks a limited number of ports that are commonly used to send spam, perpetrate identity theft or launch attacks on the network.]

## **PERFORMANCE CHARACTERISTICS**

### **Service Description**

WOCO offers their customers Internet access service with speeds and features customized to the needs of the individual school or library. In general, Internet access is available at speeds from [100MB to 1GB], upstream and downstream. For information concerning the particular metrics associated with your service, please reference your Internet access service agreement or call WOCO at 937-498-2161

The FCC requires that we disclose information regarding the expected and actual speed, latency and packet loss for our Internet access service. WOCO utilizes bandwidth monitoring service iPERF to receive real-time measurements of our service so that we can ensure that customers receive their requested level of service.

As of [02/18/2016] iPERF reported the following downstream and upstream speeds for our 100MB service to the point of presence in each school:

Downstream: 100MB

Upstream: 100MB

The actual speeds achieved by customers within the schools may vary based on a number of factors, including but not limited to: (a) the performance and capabilities of customer's computer; (b) the connection between a customer's computer and modem, such as the use of wireless routers; (c) the distance a packet of information must travel from customer's computer to its final destination on the Internet; (d) congestion or variable performance at a particular website or destination; or (f) performance characteristics of transmissions over the Internet that are outside of WOCO's control.

While there are a number of available tools online that are optimized for residential broadband service, these tools may not provide an accurate measurement of your commercial Internet access service. Please take this into consideration when relying on these measurements and contact WOCO directly with any questions regarding your system performance.

The FCC also requires WOCO to provide information regarding latency and packet loss. Latency measures the average time it takes for a data packet to travel from one point on a network to another. It is typically measured by round-trip time utilizing milliseconds. While Latency generally does not have a significant impact on day-to-day Internet usage, certain applications may be particularly affected by latency, such as high-definition multiplayer online games. As of [INSERT DATE], iPERF measured our latency at 5ms.

Information sent or received from the Internet is transmitted in units known as packets. Packet loss may occur as a result of network congestion. As of [INSERT DATE], iPERF measured our packet loss at 0%.

### **Impact of Specialized Services**

The FCC's "Open Internet" rules distinguish between our broadband Internet access and "specialized services" that share capacity with our broadband Internet access services over our last-mile facilities. Examples of these "specialized services" may include WOCO's business phone services which utilize voice over Internet protocol ("VoIP") technology. Use of these services, which are not subject to the same rules as our broadband Internet access services, share bandwidth with our Internet access service and because of the nature of the service may sometimes receive priority on our network. As a result, increased use of these services may affect our broadband Internet access service at certain times. WOCO monitors the impact of these services on our network to minimize their impact on our broadband Internet access service.

## **COMMERCIAL TERMS**

### **Pricing**

WOCO provides its customers with broadband Internet access service pursuant to customer specific agreements. Pricing is dependent on a number of factors, including location of the service, backbone transport pricing from third party vendors, and duration

of the broadband Internet access service agreement. Current customers can locate pricing information on their service agreement or by contacting WOCO directly. Prospective customers can obtain pricing information by contacting WOCO for information. Current or prospective customers interested in obtaining E-rate funding for services are reminded to take note of the applicable competitive bidding rules to ensure compliance.

**Privacy Policy**

WOCO values the privacy of our customers. The personal information that you provide to WOCO is governed by our Privacy Policy available at [www.woco-k12.org](http://www.woco-k12.org) which is subject to change from time to time.

**Redress Options**

If you have any questions or concerns regarding your service, please contact our offices at 937-498-2161.

Written complains may be sent via U.S. mail to: 129 E. Court St., Sidney, OH 45365. The FCC has established procedures for addressing informal and formal complaints relating to its “Open Internet” rules. For information concerning these procedures, please refer to the FCC’s website at [www.fcc.gov/guides/getting-broadband](http://www.fcc.gov/guides/getting-broadband).