

Woodhull Telephone Co. & Diverse Communications, Inc.

Network Management & Privacy Policy Disclosures

The following are the Terms of Service and Network Management Practices for Diverse Communications, Inc. (“Diverse”). Woodhull Telephone Company (“Woodhull”) uses its affiliate Diverse to provide broadband internet service to customers within Woodhull’s Incumbent Local Exchange Area. The bandwidth you purchase (your service package or nominal bandwidth) from Diverse is the maximum bandwidth available to you. Diverse will make its best effort to transmit your data in a timely fashion. However, Diverse does not guarantee you that you will be able to use your entire nominal bandwidth at any given time. This is referred to as “best effort” service. Diverse strives to make your total nominal bandwidth available for you to use within our network.

Diverse cannot control bandwidth availability, congestion, or service quality on those parts of the Internet beyond our network. When other customers use our network, you may not be able to use your maximum nominal bandwidth because all customers share total bandwidth capacity at some points on our network and on the Internet. If the bandwidth demand of all customers at a particular network location exceeds the bandwidth capacity provided, you may not be able to use your entire nominal bandwidth. All services other than Committed Bandwidth services are “shared services” used by many customers.

Service is provided equally to all customers, and every customer's data has an equal chance to be served. Service is provided equally to all customers, Internet services, protocols, and sources or destinations on the Internet such as websites, email servers, etc.

Affiliated Prioritization /Paid Prioritization. It is customary to assign priority levels to traffic based on the technology being served. For instance, live video traffic will have a higher priority than live voice which has a higher priority than web browsing which has a higher priority than email. When such prioritization is assigned, it will be assigned equally to all traffic based on the technology creating and receiving the traffic Diverse does not practice directly or indirectly any prioritization of traffic that favors some traffic over other traffic, whether it is to an affiliated company or to any other customer in exchange for consideration, money, or otherwise.

Due to limited bandwidth capacity on an upstream basis (customer to Internet), service is provided equally to all customers, protocols, and sources or destinations on the Internet such as websites, e-mail servers, etc. Service is not prioritized by customer or source or destination on the Internet. No services, protocols, or legal sources and destinations on the Internet are blocked other than for reasonable network management. Any effects on service may only be noticeable in times of significant congestion.

Throttling. Diverse does not, other than for reasonable network management, throttle, degrade or impair access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

Blocking. Diverse may block any service, protocol, source, or destination that Diverse determines to be illegal or a threat to life, property, or national security, or if ordered to block or otherwise modify your data by law enforcement agencies.

Congestion Management. At this time, Diverse does not implement network management techniques when congestion occurs, however, in times of congestion on Diverse network, Diverse may, at its sole discretion, implement reasonable network management techniques to protect the services of all of Diverse's customers so that each customer has adequate service quality. Diverse will not implement network management if degradation of service is caused by congestion on portions of the Internet outside of Diverse's network.

Devices & Software

There are no restrictions on types of devices you may connect to Diverse's network other than that they must be approved by the Federal Communications Commission (FCC) for use in the US telecommunications network. You may not connect any equipment to Diverse's network that is not approved by the FCC. Most commercially available equipment such as modems, routers, and PCs are approved. All equipment approved by the FCC will have a label stating that it is approved and what the type of the approval is. This information is also found in the user's manual or printed instructions that are provided with the equipment and may be found online at the manufacturer's website. You should read this label whenever you buy any equipment you wish to connect to Diverse's network. If you have questions about any particular equipment, please call us at 309-334-2150.

Diverse's Internet access service is designed to function with accepted industry standard interface software such as provided by Microsoft, Apple, and others. If you use a type of software not widely used in the worldwide Internet, you may experience some problems with compatibility between your software and Diverse's Internet access service. If you have any questions, please call us at 309-334-2150, and we will try to help you resolve this problem. It is the customer's responsibility to assure that their software and operating interfaces conform to industry accepted specifications.

Network Security

Diverse uses the latest industry-best-practices to maintain integrity and security of its network. This may include security protections that interfere with some types of customer traffic. If you believe your services are being disrupted by our security systems, please contact us at 309-334-2150.

Diverse provides a level of protection for your computers from spam, viruses, and other malicious or unwanted items. While Diverse strives to provide the best protection possible for your computer, we make no guarantees that we can prevent all malicious or unwanted items from accessing your computer. It is the customer's responsibility to protect their computers and other devices from unwanted or harmful items. It is very strongly recommended that you provide your own virus and malware protection, spam filtering, and firewall software.

There are additional considerations regarding Internet security related to Diverse Internet access service. Please review the Terms and Conditions portion of your service agreement.

Use of Diverse's Services for Real-Time Applications

Privacy of Customer Information

Diverse inspects packets of data you send or receive over our network to allow us to route and, where applicable, prioritize data. We inspect only the packet headers which tell us where to send your data and the type of data.

Diverse does not examine the content of your data, i.e.: the data which you send or receive, such as the from and to e-mail addresses of your e-mail, which web sites you visit, the sources of your video, or the contents of files you send or receive.

Diverse does not sell or reveal your data to any third parties.

Diverse may provide any of your data, both on an active, real-time basis and stored data such as your billing records, to law enforcement under appropriate legal orders if law enforcement requests your information in matters dealing with illegal acts or a threat to life, property, or national security.

Contact Us

If you have any complaints, questions or comments regarding our network management policies or practices, please contact us at 309-334-2150 or info@divcominc.net