

Xtreme Internet - Open Internet Disclosures

Xtreme Internet 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 Xtreme Internet services.

Additionally, the Federal Communications Commission ("FCC") requires that Xtreme Internet and other Internet providers disclose certain information regarding those 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

Xtreme Internet does not discriminate against lawful Internet content, applications, services, or non-harmful devices. The points below provide an overview of Xtreme Internet's network practices with respect to its Internet access services.

Blocking

Xtreme Internet does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices. Xtreme Internet does engage in reasonable network management practices that limit and potentially block network flooding using applications like Bittorrent that may affect users network-wide, or affect network performance for other customers on an access point.

Throttling

Xtreme Internet 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. Xtreme Internet does engage in reasonable network management practices that limit network flooding using applications like Bittorrent that may affect users network-wide, or affect network performance for other customers on an access point.

Affiliated Prioritization

Xtreme Internet 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

Xtreme Internet 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 although Business-class services take priority in times of congestion.

Network Management

Xtreme Internet manages its network with one goal: to deliver the best possible fixed-wireless Internet access service to all of its customers. To further this effort, Xtreme Internet uses reasonable network management practices that are consistent with industry standards. Xtreme Internet 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 Internet 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, Xtreme Internet'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.

Xtreme Internet does maintain a 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 Internet access service experience for our customers, and will provide updates here as well as other locations if a new system, or changes are implemented.

Application-Specific Behavior

Xtreme Internet provides its Internet access service customers with full access to all the lawful content, services, and applications that the Internet has to offer. Xtreme Internet does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, flooding, 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

Xtreme Internet employs a number of practices to help prevent unwanted communications, such as spam, and protect the security of Xtreme Internet'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.)

In order to further protect our customers, Xtreme Internet blocks a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

Performance Characteristics

Service Description

Xtreme Internet provides an average latency from end user to our gateway of under 50ms, and plans have a best effort committed rate of 75% of the "Up-to" speeds listed on our website. Xtreme Internet has always prided itself on providing state-of-the-art Internet services at the highest possible speeds.

Commercial Terms

Pricing and Other Fees

Xtreme Internet's 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 Xtreme Internet's various Internet tiers of service and all its Internet services, please contact a representative by phone at (570) 787-7000 during business hours.

Data Usage Plans

All of our plans are truly unlimited with no throttling after a soft limit has been reached. We do not plan to change this, and pride ourselves on being one of the fastest unlimited-data fixed-wireless providers in the area.

Privacy Policies

Xtreme Internet's privacy policies with respect to Internet service are explained in the Privacy Policy.

Redress Options

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