

# **VENTURE COMMUNICATIONS**

## **Network Transparency Statement**

Venture Communications (“Venturecomm” or “Company”) provides this Network Transparency Statement in accordance with the FCC’s Restoring Internet Freedom Rules to ensure that you have sufficient information to make informed choices about purchasing broadband services. Information about Venturecomm’s other policies and practices concerning broadband are available at <https://venturecomm.net/resources> (“Venturecomm Website”).

Venturecomm engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. Venturecomm’s goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. Venturecomm wants its customers to indulge in all the Internet offers, whether it is social networking, streaming videos, music, or communicating through email and videoconferencing.

Venturecomm will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service, or Device Providers.

Venturecomm’s network management includes congestion- and security-protocol-management. Customers generally will not be impacted by the protocols and practices that Venturecomm uses to manage its network.

### **A. Venturecomm’s Network Transparency Disclosures**

Venturecomm uses various tools and industry-standard techniques to manage its network and deliver fast, secure and reliable Internet service. Venturecomm believes in complete transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** Venturecomm does not block or discriminate against lawful content.
- 2. Throttling:** Venturecomm does not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device.
- 3. Affiliated Prioritization:** Venturecomm does not favor any Internet traffic over others and has no plans to do so.
- 4. Paid Prioritization:** Venturecomm Does not favor or prioritize any Internet traffic over others. We don’t prioritize the Internet in exchange for any consideration to benefit particular content, applications, services, or devices.

- 5. Congestion Management:** Venturecomm continuously monitors the connections on its network in the aggregate to determine the utilization rate. Venturecomm will take the appropriate measures to relieve congestion if congestion emerges on the network.

On Venturecomm's network, all customers can access all legal services, applications, and content online. In the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience more extended download or upload times or slower surf speeds on the web if congestion is present on Venturecomm's network.

Customers exercising conduct that abuses or threatens the Venturecomm network or violates the company's [Acceptable Use Policy](#), Internet Service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or cease such conduct could result in service suspension or termination of the user's account.

Venturecomm's network and congestion management practices are "application-agnostic," based on current network conditions, and are not implemented based on customers' online activities, protocols, or applications. Venturecomm's network management practices do not relate to any particular customer's aggregate monthly data usage.

Venturecomm also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, Venturecomm provides notification to the customer via email or phone. If a violation of Venturecomm's policies has occurred and such violation is not remedied, Venturecomm will seek to suspend or terminate that customer's service.

- 6. Application-Specific Behavior:** Except as may be provided elsewhere herein, Venturecomm does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with Venturecomm
- 7. Device Attachment Rules:** Customers must use PPPoE to authenticate point-to-point connections between devices on the network. There is a limit of one (1) PPPoE session per account. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, *customers* are responsible for ensuring that their equipment does not harm Venturecomm's network or impair other customers' service. Venturecomm is not responsible for the functionality or compatibility of any equipment its customers provide. Customers are responsible for securing their equipment to prevent unauthorized access to Venturecomm's broadband network by third parties. They

will be held accountable for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

- 8. Network Security:** Venturecomm knows the importance of securing its network and customers from network threats and annoyances. Venturecomm promotes the security of its network and patrons by protecting from threats like spam, viruses, firewall issues, and phishing schemes. Venturecomm also deploys spam filters for its Venturecommnet email service to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access spam files through the email program. Spam files are automatically deleted if not accessed within 30 days.

## **B. Network Performance**

### **1. Service Descriptions**

Venturecomm deploys hardwired broadband Internet access to its subscribers via Fiber to the Home ("FTTH") and Digital Subscriber Line ("DSL") technologies.

### **2. Network Performance**

Venturecomm makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Venturecomm' network. Venturecomm measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. Venturecomm is also required by the FCC to periodically test a random set of customers for speed and latency during the year. This transparency statement discloses that Venturecomm will perform these tests. If additional equipment is required for a selected customer for this testing, Venturecomm will contact the customer to schedule the installation of the equipment.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond Venturecomm' control including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and limitations on your computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a Venturecomm broadband service. Your computers and wireless or other networks in your homes or offices may need an upgrade to take full advantage of the chosen Venturecomm broadband plan.

Venturecomm tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.

Customers may also test their actual speeds using the [speed test](#) located on the Venturecomm Website and request assistance by contacting us at our business office at 605.852.2224 or by email at [helpdesk@venturecomm.net](mailto:helpdesk@venturecomm.net).

### **DOWNLOAD & UPLOAD SPEEDS, LATENCY**

Advertised Connection Speeds are as follows:

#### **RESIDENTIAL SPEEDS**

SPEED TIER	TECHNOLOGY	LATENCY	DOWN	UP
100Mb/100Mb	FTTH	N/A	100Mb	100Mb
250Mb/250Mb	FTTH	N/A	250Mb	250Mb
500Mb/500Mb	FTTH	N/A	500Mb	500Mb
1Gb/1Gb	FTTH	N/A	1Gb	1Gb

#### **BUSINESS SPEEDS**

SPEED TIER	TECHNOLOGY	LATENCY	DOWN	UP
100Mb/100Mb	FTTH	N/A	100Mb	100Mb
250Mb/250Mb	FTTH	N/A	250Mb	250Mb
500Mb/500Mb	FTTH	N/A	500Mb	500Mb
1Gb/1Gb	FTTH	N/A	1Gb	1Gb

#### **RESIDENTIAL SPEEDS**

SPEED TIER	TECHNOLOGY	LATENCY	DOWN	UP
100Mb/100Mb	FTTH	8	105.6Mb	103.3Mb
250Mb/250Mb	FTTH	8	245.1Mb	227.0Mb
500Mb/500Mb	FTTH	7	515.3Mb	441.2Mb
1Gb/1Gb	FTTH	7	811.1Mb	940.8Mb

#### **BUSINESS SPEEDS**

SPEED TIER	TECHNOLOGY	LATENCY	DOWN	UP
100Mb/100Mb	FTTH	8	105.6Mb	103.3Mb
250Mb/250Mb	FTTH	8	245.1Mb	227.0Mb
500Mb/500Mb	FTTH	7	515.3Mb	441.2Mb
1Gb/1Gb	FTTH	7	811.1Mb	940.8Mb

### **3. Impact of Non-BIAS Data Services**

Venturecomm Offers Voice-over-the-Internet-Protocol (VoIP) and IP video service to end-users. The video service would not have any impact on broadband customers. For our VoIP service, while unlikely, there could be service delays for BIAS users if there are instances of bandwidth contention on Venturecomm's network.

#### **C. Commercial Terms**

Pricing and additional service information may be found [here](#).

In addition to this Network Transparency Statement, patrons may also find links to the following on the Venturecomm Website:

- [Privacy Policy](#)
- [Frequently Asked Questions](#)
- [Acceptable Use Policy](#)

For questions, complaints, or requests for additional information, please contact Venturecomm at 605-852-2224 or [helpdesk@venturecomm.net](mailto:helpdesk@venturecomm.net).