Congestion Management Practices

In the interest of providing a high-quality online experience for all of Otelco's customers, Otelco has implemented techniques to manage heavy congestion on its network bandwidth. Otelco employs MRTG type software to monitor bandwidth usage to network devices. Whenever usage exceeds the current bandwidth available, high bandwidth usage customers are relocated to less heavily used equipment (i.e. dslams, nodes), or available bandwidth is increased to accommodate the traffic, until the period of congestion passes.

Otelco manages congestion on its network based only upon the prevailing network conditions, in real-time. Otelco's congestion management practices, therefore, are not based on aggregate monthly data usage, or on applications that are being used by customers, or on the type of content that is generating traffic congestion.

Otelco uses other various tools and techniques to manage its network and deliver its broadband internet services. These tools and techniques are dynamic, like the network and its usage, and can change frequently. These network management practices may include (i) identifying spam and preventing its delivery to customer email accounts and (ii) detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content.

Application Specific Behavior

Otelco does not block application specific ports.

Security Measures

Otelco's end-user customers are responsible for protecting themselves against security threats that target end-users. End-user customers should, among other things, maintain the confidentiality of service login and passwords; ensure the security of any device that the customer connects to the network from external threats such as viruses, spam, botnets or other methods of network intrusion; maintain the security of any data stored on any device the customer connects to the network; and secure any wireless network the customer connects to the service.

Otelco takes reasonable measures to maintain the security of the network. Otelco's network devices are password protected and secured physically within Otelco's network switching offices.

Impact of Specialized Services

No specialized services are offered to end users.

Privacy Policy

Otelco's network management practices do not entail inspection of network traffic. Traffic information is not stored by Otelco or used for non-network management purposes; however, traffic information may be provided to third parties to comply with court orders, subpoenas, or other legal or regulatory requirements.

Redress Options

To resolve any complaints or questions, all users should contact Otelco-Alabama by:

Telephone   205 625-3591 or 256 586-2862

Email   info@otelco.net

Service Description and Pricing

Otelco utilizes cable modem and dsl technology to deliver internet services. Otelco's speed test results for the following services are:

Service	Download	Upload	Response (latency)
1M	980k	990k	88ms
4M	3.86Mbps	980k	83ms
8M	7.66Mbps	990k	83ms
12M	11.43Mbps	990k	83ms
25M	24.12Mbps	4.83Mbps	83ms
50M	48.24Mbps	9.66Mbps	83ms
100M	94.90Mbps	9.60Mbps	83ms

Pricing*	1M	4M	8M	12M	25M
Residential	$48.95	$65.95	$82.95	$100.95	$122.95

50M	100M
$152.95	$202.95

*Base price for internet services.
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