Open Internet Statement

The Federal Communications Commission issued rules to preserve the Internet as an open platform. The original rules went into effect on November 20, 2011. The Open Internet Rules have since been revised, and the revisions were adopted on February 26, 2015. The new rules went into effect on June 12, 2015 and can be found at the **FCC Open Internet (https://www.fcc.gov/general/open-internet)** webpage.

All Internet service providers are required to post information regarding various issues so that consumers, both residential and business, can make informed choices about choosing an Internet service provider. This document contains information regarding our services in compliance with the FCC's rules. The policies contained herein serve as a supplement to the existing terms of service.

FCC's rules focus on three main areas...

No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices.
No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.
No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind—in other words, no "fast lanes."
This rule also bans ISPs from prioritizing content and services of their affiliates.

Network Practices
ISPs must disclose their network practices, specifically in the four general areas listed below...

ISPs may not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management.

An ISP may not block consumers from accessing lawful websites, subject to reasonable network management; nor shall the ISP block applications that compete with the provider's voice or video telephony services, subject to reasonable network management.

ISPs may not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, although, reasonable network management shall not constitute unreasonable discrimination.

The FCC's rules state that a network management practice is reasonable if it is appropriate and tailored to achieving a legitimate network management purpose, taking into account the particular network architecture and technology of the broadband Internet access service.

Congestion Management
Toncom does not employ specific network congestion management practices.

Toncom does not have automatic systems that make changes to network routing or individual customer bandwidth and/or latency based on network congestion. All traffic is carried equally on a 'best efforts' basis.

Toncom reserves the right to temporarily block or throttle Internet traffic to customers who do not meet our **Acceptable Use Policy.**
In the event of a denial of service attack or other attacks against infrastructure, Toncom may black-hole or block specific regions of the network as needed to maintain the best connectivity for the network as a whole.
Toncom currently does not utilize data caps in its service plans.

Application-Specific Behavior
Toncom does not block or rate control specific protocols or ports.

Device Attachment Rules
Toncom's customer hand off is a standard Ethernet connection. This may be connected to a customer's computer or router. Devices from the customer's network must not send the following types of traffic to Toncom:
Spanning Tree (STP), Rapid Spanning Tree (RSTP), Open Shortest Path First (OSPF), Routing Information Protocol (RIP), Border Gateway Protocol (BGP) and Dynamic Host Configuration Protocol (DHCP). Toncom will take steps to block such traffic which may include disabling the customer's connection.

Security
Toncom employs industry standard methods to protect the privacy of its end users and network infrastructure.

Commercial Terms
ISPs must disclose the commercial terms of its broadband Internet access service. Monthly pricing and other fees are described on the High Speed Internet Link on our homepage.

Privacy Policies
Network management policies do not normally entail inspection of network traffic. Network traffic may be inspected as needed by Toncom personnel to aid in diagnosing and correcting network issues. Network Traffic is not routinely stored or provided to outside parties. Network traffic may be captured, stored, or shared with equipment vendors for the purpose of diagnosing and repairing issues with network equipment or performance.

Contact Information

Toncom takes great pride in providing the best service and support to our customers. If you are having issues with the service please do not hesitate to contact us.

Primary support phone number is 815-442-9901, Primary Support Email is **tontel@tonicacom.net** . If service representatives are busy or you are calling after business hours (M-F, 8 AM - 4:30 PM), we encourage you to leave a voicemail with your name and call back number. Someone will get back to you as soon as possible.

FCC Notice

If a customer believes that these Open Internet Rules are not being met, the customer may file an informal complaint at the Federal Communications Commission. The FCC urges customers to submit any complaints via the **FCC Website (http://esupport.fcc.gov/complaints.htm)**.