



# Network Management Policies and Practices Disclosure

CITY OF FORT DODGE MUNICIPAL COMMUNICATIONS UTILITY  
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# City of Fort Dodge Municipal Communications Utility Network Management Policies and Practices Disclosure

This policy is established by the City Council of the City of Fort Dodge Iowa for the Fort Dodge Municipal Telecommunications Utility, hereafter referred to as FORT DODGE FIBER, and designed to promote consistency, equity, and quality service to all customers. It does not intentionally conflict with any applicable law, regulation or ordinance imposed by other authorities, such as the Federal Communications Commission, Iowa Utilities Board or City of Fort Dodge.

This Network Management Policy and Practices Disclosure is provided pursuant to the Federal Communications Commission's "Open Internet Rules" found at Part 8 of Title 47 of the Code of Federal Regulations. The policies and practices of Fort Dodge Fiber regarding network management practices, performance characteristics, and commercial terms are provided here so that current customers, prospective customers, third-party content providers and other interested parties can make informed choices regarding the broadband Internet access services offered by Fort Dodge Fiber and the extent to which its network management practices may affect those services.

## 1 NETWORK MANAGEMENT PRACTICES

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In the interest of providing the best online experience possible for all of our internet access customers, Fort Dodge Fiber utilizes reasonable network management practices tailored to achieve legitimate network management purposes. Because bandwidth is a limited resource for broadband Internet service providers, it is essential that Fort Dodge Fiber reasonably manage its network to ensure proper use and enjoyment of the internet by all of its customers. By engaging in reasonable and responsible network management, Fort Dodge Fiber prevents its customers from being subjected to the negative effects of spam, viruses, security attacks, network congestion, and other risks that threaten to degrade the internet service experience. Fort Dodge Fiber's network management practices, as set forth below, are consistent with industry standards.

Fort Dodge Fiber will not unjustly or unreasonably prevent or interfere with competition among content, applications, service, or device providers. We use various tools and industry-standard techniques to manage our communications network and deliver fast, secure, and reliable internet access services. We believe in complete transparency and provide the following disclosures about our network management policies and practices:

- 1. Blocking:** Fort Dodge Fiber does not block or discriminate against lawful content.
- 2. Throttling:** Fort Dodge Fiber 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:** Fort Dodge Fiber does not favor any internet traffic applications over others and has no plans to do so.

**4. Paid Prioritization:** Fort Dodge Fiber does not favor or prioritize any internet traffic applications in exchange for paid or in-kind consideration intended to benefit particular content, applications, services, or access devices.

**5. Congestion Management:** Congestion of the Fort Dodge Fiber network is rare but does occur. When it occurs, our internet subscribers may experience decreased speeds/performance, but bandwidth is allocated fairly and in an “application agnostic” way (without regard to protocol, application, or the service the subscriber chooses to access through their internet access service).

**6. Application Specific Behavior:** Fort Dodge Fiber does not make use of any application-specific network management practices. We do not favor, modify, inhibit, rate, control or block any specific protocols, protocol ports or fields, or any applications or classes of applications, while reserving the right to block ports as necessary to protect the network and its users.

**7. Network Security:** Fort Dodge Fiber offers its customers unrestricted access to lawful content, services, and applications available on the internet. We take various industry-standard measures to safeguard our network and the broader internet from harm or disruption, including protection against Distributed Denial of Service (DDos) attacks, phishing, spoofing, and other forms of unwanted or harmful online content and activities. In those instances where through network management practices we identify online content as harmful or unwanted, the content may be prevented from reaching customers, or customers may be given an option to identify or inspect flagged content first to determine if it is harmful or unwanted. Our goal is to ensure the network’s reliability and availability by countering any malicious traffic that could compromise it. Fort Dodge Fiber reserves the right to take any action deemed necessary, including suspending or terminating service to subscribers who engage in activities that violate our [Internet Service Terms of Agreement](#) or [Acceptable Use Policies/Practices](#).

## 2 NETWORK PERFORMANCE

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Fort Dodge Fiber offers its broadband internet access service via Fiber-to-the-Home (“FTTH”) utilizing fiber optic cable to deliver telephone and data services. Fiber optic cables have the capacity for an indefinite amount of data and will allow subscribers to receive better quality voice and data transmission services at their residential and/or business locations. The advertised speed of internet service is the maximum speed achievable with the technology utilized for the broadband service offering subscribed to. Fort Dodge Fiber 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 that may be caused by its network. We measure availability, latency, and aggregate utilization on the network and strive to meet our internal service level targets. Based on internal testing using platform specific test protocols, the mean upload and download speeds are typically the advertised speed plus or minus ten percent. This internal testing also indicates a mean round trip latency not to exceed 30 ms to local ports. It is important for to note, however, that 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 some factors beyond Fort Dodge Fiber’s control, including for example: the speed of the connection from a distant web server to the internet; congestion on intermediate transport networks, the limitations of your computer or other electronic devices, fixed or wireless accessing the internet; or your wireless router/WiFi equipment. In addition, your internet service performance may be adversely impacted by the inside wiring at your premises. Accordingly, you, the

customer, must consider the capabilities of your own equipment when choosing and using our broadband internet service. The computers, wireless devices, or other networks in your homes or offices may need an upgrade to take full advantage of your chosen Fort Dodge Fiber broadband plan. Fort Dodge Fiber does test each service for actual and expected access speeds at the time of network installation to demonstrate that the service can support the advertised speed.

### **3 COMMERCIAL TERMS PRICING**

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In order to meet the usage and budgetary needs of all of our customers, Fort Dodge Fiber offers a good selection of broadband internet access plan options. To see Fort Dodge Fiber’s current promotions and pricing on broadband Internet access service, please visit our website at <https://www.fortdodgefiber.com> which included Broadband Labels for each of our broadband internet access offerings or call 515-515-5000 to speak with a customer service representative. Fort Dodge Fiber’s internet service is priced on a flat-fee basis (plus taxes).

Fort Dodge Fiber does not charge end users a usage-based fee for such services. The information on our current Broadband Labels is also available in a “machine readable” spreadsheet for at <https://app.broadbandconsumerlabels.com/downloads/f355e41f-b35a-426e-ac1d-b7dc5903229a/labels.csv>

### **4 PRIVACY POLICY**

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Fort Dodge Fiber affords full access to all lawful content, services, and applications available on the internet and does not routinely monitor, inspect or store the network activity and traffic of its internet access service users. Fort Dodge Fiber does, however, reserve the right to monitor bandwidth, usage, data transmissions and content for purposes of protecting the integrity of its communications network and its internet access service through reasonable network management practices.

Fort Dodge Fiber may collect equipment information to identify the equipment customer is using on the network, including but not limited to: equipment type; serial number; settings; configuration; and software. Fort Dodge Fiber may also collect performance information to examine the operation of the equipment, services, and applications the customer may use on the network, including but not limited to: IP addresses; URLs; data transmission rates; latencies; location information; security characteristics;, and information about the amount of bandwidth and other network resources customer is using in connection with uploading, downloading or streaming data to and from the internet. This collection of or monitoring of network traffic, activity, performance information, and/or equipment information by Fort Dodge Fiber is done solely for reasonable network management purposes. Similarly, Fort Dodge Fiber does not distribute information on end user network activity and/or traffic information to any third party entities for any non-network management purpose.

Fort Dodge Fiber is of course required to comply with relevant federal and state laws, regulations, judicial orders, and governmental requests for information, relating to information covered under this Privacy Policy, as well as other categories of information. Accordingly, any such information may be disclosed to other entities if Fort Dodge Fiber determines, in its sole discretion, that the disclosure is required by law or is necessary to protect its interests or the interests of its customers. Fort Dodge Fiber may also find it necessary to disclose any such information as part of any merger, acquisition, sale of company assets or transition of service to another service provider.

## 5 DISCLAIMERS

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The FCC's Internet Freedom "Transparency" rule provisions found at 47 Code of Federal Regulations (CFR) section 8.1, as adopted, and this Privacy Policy are also not intended to affect, alter or otherwise supersede the legal status of joint efforts by broadband internet access service providers like Fort Dodge Fiber and other service providers that are designed to curtail copyright infringement in response to information shared by copyright holders and/or their agents that is timely, effective, and is designed to accommodate the legitimate interests of service providers, copyright holders, and internet access end users. Furthermore, neither the FCC's Internet Freedom Transparency rules nor this Privacy Policy are intended to prohibit or prevent Fort Dodge Fiber from engaging in reasonable efforts to address the transfer of unlawful content or unlawful transfers of content over its communications network. For additional information, please review activities that violate our [Internet Service Terms of Agreement](#) or [Acceptable Use Policies/Practices](#).

## 6 CONTACT US

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End users with questions, concerns or complaints regarding this Network Management and Privacy Policy are encouraged to contact Fort Dodge Fiber for more information or explanation.

Fort Dodge Fiber  
617 Central Avenue  
Fort Dodge, IA 50501

515-515-5000  
[fiber@fortdodgefiber.com](mailto:fiber@fortdodgefiber.com)

If you believe that Fort Dodge Fiber is acting in violation of the FCC's Restoring Internet Freedom rules, you may file either an informal or formal complaint with the FCC. More information can be found at <http://esupport.fcc.gov/complaints.htm>