

# VAN BUREN TELEPHONE COMPANY, INC.

## Service Description, Performance Characteristics, and Network Management Practices

### Service Offerings

Van Buren Telephone Company, Inc. (VBT) offers High Speed Internet access service using DSL technology. Currently VBT makes one level of DSL service available to its customers, which features speeds up to 6.0 MB for downloads and 1.0 MB for uploads. VBT offers broadband ISP services through Iowa Network Services, Inc. (INS).

VBT also offers High Speed Internet access service using fiber connected to technology located on VBT's premises to a portion of its service area. Currently VBT offers three different fiber based High Speed Internet access services to its customers in those areas: 1) speeds up to 12.0 MB for downloads and 2.0 MB for uploads; 2) speeds up to 20.0 MB for downloads and 4.0 MB for uploads; and 3) speeds up to 50.0 MB for downloads and 25.0 MB for uploads. VBT offers broadband ISP services through INS.

VBT delivers these Internet-based applications through INS:

- Email
- Web Hosting

Please refer to the INS website for complete Email and Web Hosting service descriptions:  
<http://www.netins.net>

### Performance

VBT and INS offer a speed test site to any user or customer. It can be accessed here: [INS Speed Test](#)

DSL technology and its speed performance are distance sensitive. As such, VBT customers that are farther away from VBT equipment locations will generally experience slower performance than those closer to the equipment location.

Customer equipment may impact the speed at which VBT's High Speed Internet is perceived to operate.

The response of VBT's High Speed Internet may be slowed during times of congestion which occur when a large number of customers in a particular area access the network at the same time or when some customers consume very large amount of network capacity during busy

periods. During congestion periods, individual upload and download speeds may slow due to limitations on bandwidth.

## **Network Management Practices**

### **Congestion Management**

VBT and INS do not implement any congestion management techniques. VBT and INS operate their networks to accommodate the necessary traffic requirements. In the event of congestion, all traffic is classified as best efforts. Neither VBT nor INS distinguish, discriminate, or favor certain Internet applications, applications, content providers, or devices by blocking, throttling or modifying particular protocol ports, or protocol fields.

### **Security Measures**

If VBT detects a security threat, it will attempt to isolate that threat and prevent it from spreading across the network. In the event of Denial of Service (DoS), Distributed Denial of Service (DDoS) attack, spoofing or other malicious traffic, INS will implement inbound and outbound filtering on specific hosts. These actions will be performed to ensure reliability and availability of the INS Network. These actions will not be utilized for normal Internet applications and traffic.

Please refer to the INS Service Description located at [http://iowanetworkservices.com/ins\\_open\\_internet\\_disclosure\\_information](http://iowanetworkservices.com/ins_open_internet_disclosure_information) for information on additional security measures utilized by INS.

### **Content, Applications, Services and Device Providers**

Neither VBT nor INS discriminate customer traffic. VBT and INS utilize network management techniques that are equal and standard across all user applications. We do not modify our network to make our directly served applications perform better than applications a user would access over the general Internet. For example, neither VBT nor INS manipulate the network to perform better for customers accessing netINS email servers versus netINS customers accessing Google's gmail.

Please refer to the INS Service Description located at [http://iowanetworkservices.com/ins\\_open\\_internet\\_disclosure\\_information](http://iowanetworkservices.com/ins_open_internet_disclosure_information) for more information regarding other network management techniques employed by INS.

## Electronic Mail

Feature	Maximum Limit
1. Email mailboxes	All packages: 5 separate email addresses with mailboxes
2. Size of mailbox	250 megabytes per mailbox
3. Maximum message size	20 megabytes
4. Dormant Mailbox Quota Reduced to one (1) megabyte	180 days of email account inactivity
5. Dormant Mailbox Deleted	Never
6. Trash Folder Contents Deleted	Only deleted if customer uses webmail interface. Customer can specify retention time, default is 30 days.
7. Unread Message Retention in Inbox	Unlimited
8. Unread Message Retention in Spam Quarantine	35 days
9. Email Account Message Sending Limits	To combat spam, INS places various limits on email, including limiting the maximum number of recipients per message and maximum number of messages per server connection.
10. Spam Filtering	INS uses Red Condor spam filtering from Edgewave, Inc. Inbound - Incoming email must pass through successive layers of SMTP session level defenses before reaching the recipients inbox. Each level looks for and removes specific threats such as content analysis, virus detection, sender profiling.

Outbound - Outbound traffic is inspected to identify computers that have been infected and converted to a "zombie" or botnet client. Zero-Minute-Defense - Employs real-time knowledge gathered from a worldwide sensor network and uses it to create new detection and protection rules, which are then sent as updates on a continuous basis.