

Open Internet Policy

Policies Preserving the Open Internet

Stratford Mutual Telephone Company, and its affiliates, including Complete Communication Services (collectively, SMTC), are committed to providing broadband internet access services in a manner that foster an open and robust public internet and that comply with the Open Internet Rules adopted by the Federal Communications Commission (FCC). Subject to reasonable network management practices, in providing fixed broadband internet access service (Fixed Service), SMTC will not: (1) block lawful content, applications, or services; (2) block or restrict end-users from connecting and using any lawful device of their choosing (provided such device does not harm the network and conforms to widely accepted and publicly available standards applicable to the service); or, (3) unreasonably discriminate in transmitting lawful network traffic.

Network Management

Like other internet service providers, SMTC and its vendors manage its network to protect the security, integrity, and reliability of the network, such as address spam, viruses, and malicious content. To do so, SMTC uses generally accepted industry-standard tools. SMTC does not modify the protocols of these industry-standard tools. We also comply with applicable law, including laws for the protection of children online and the protection of intellectual property.

Although our networks provide substantial capacity, they are not unlimited, and at times of high use, our networks may experience congestion. SMTC does not actively manage congestion on its fixed broadband networks at this time, but congestion management may be inherent in the industry-standard protocols used to operate these networks. SMTC reserves the right to prioritize periods based on generally accepted technical standards and measures.

Network Performance

SMTC provides Fixed Service over a combination of fiber-optic and coaxial cable. The mean latency is 30 milliseconds for internet services. Actual speeds and latency may vary.

Pricing and Terms and Conditions of Service

- [Information about pricing and the terms and conditions of service](#)
- [Our Acceptable Use Policy](#)
- [Our Privacy Policy](#)

If you have questions or concerns about our open internet policies or how we manage our network, please contact us.