

# Topsham Communications ISP Transparency Disclosure

## Connectivity Overview

Topsham Communications offers internet service over Fiber-optics.

## Network Practices

### Congestion Management

Topsham Communications has no congestion management. The bandwidth available to these services simply does not require it.

### Application-Specific Behavior

Topsham Communications places no port restrictions or rate controls to block or hinder any specific service.

## Device Attachment

Topsham Communications places no explicit restrictions or regulation on what Internet connected devices you choose to run. We do however reserve the right to ban or refuse to allow the connection of devices that we determine may cause performance issues on our network or that may degrade the quality of service to customers.

## Security

Topsham Communications offers no inherit security to your overall Internet connection. All of Topsham's hosted email service goes through a spam and virus filtering, but it is still recommended that customers run their own security software on their devices for the highest level of possible protection.

## Performance Characteristics

### Service Description

For anyone wishing to test their own internet speeds, we recommend going to <http://www.speedtest.net> . This will show your real network speed when connected back to Topsham. It is impossible for us to control the speeds that are achieved outside of our network, but we do offer enough bandwidth to supply all of our customers. If you feel you are not getting your advertised speed, please contact Topsham Communications with your concerns.

## Pricing

Pricing will vary depending on services and bundles, often times internet costs will be lower then what we list, but the following list will be for unbundled, stand-alone residential internet service.

**Fiber-Optic:** Customers of Topsham Fiber-Optic Internet have the choice of eight tiers of service. Below is a matrix describing these tiers. The speeds indicated here are layer 1 measurements and most services to test speeds measure higher layers resulting in speeds usually around 90% - 95% of the provisioned speed.

Package	Download	Upload	Unbundled Price
1	768 Kbps	128 Kbps	\$34.99
2	768 Kbps	768 Kbps	\$39.99
3	3 Mbps	768 Kbps	\$42.99
4	3 Mbps	3 Mbps	\$47.99
5	7 Mbps	768 Kbps	\$48.99
6	7 Mbps	7 Mbps	\$54.99
7	10 Mbps	10 Mbps	\$74.99
8	20 Mbps	20 Mbps	\$153.99

**Impact of Specialized Services**

Topsham Communications does not currently, and has no plans to offer any additional or specialized services that would affect overall network performance.

**Redress**

If you are experiencing problems or have questions about your service, you can call Topsham Communications Technical Support during business hours Mon-Fri 8am-4:30pm at 1-800-905-2756, or after hours 24/7.