

Otelco / I-Land Telecommunications Inc

Open Internet Disclosure

FCC GN Docket No 09-191; WC Docket 07-52

Congestion Management Practices

In the interest of providing a high-quality online experience for all of Otelco /I-land customers, Otelco /I-Land has implemented techniques to manage heavy congestion on its network. Otelco employs MRTG type software to monitor bandwidth usage along all nodes of our entire network. Bandwidth is reviewed daily, if usage reaches 80% of current bandwidth availability on any node of our network the network operations center makes notification of said usage levels and a process of increasing bandwidth at the point of congestion is configured and made available before any saturation along the network routes occur. The MRTG data used for calculating the need for increase is data measured at and during peak usage times each day, real time data reviewed through all hours of operation.

Otelco/I-Land manages congestion on its network based only upon the prevailing network conditions, in real-time. Otelco/I-land's congestion management practices, therefore, are not based on aggregate monthly data usage, or on applications that are being used by customers, or on the type of content that is generating traffic congestion.

Otelco/I-land uses other various tools and techniques to manage its network and deliver its high-speed Internet services. These tools and techniques are dynamic, like the network and its usage, and can change frequently. These network management practices may include (i) identifying spam and preventing its delivery to customer email accounts and (ii) detecting malicious Internet traffic and preventing the distribution of viruses or other harmful code or content.

Application Specific Behavior

Otelco does not block application specific ports.

Security Measures

Otelco / I-land end-user customers are responsible for protecting themselves against security threats that target end-users. End-user customers should, among other things, maintain the confidentiality of service login and passwords; ensure the security of any device that the customer connects to the network from external threats such as viruses, spam, botnets or other methods of network intrusion; maintain the security of any data stored on any device the customer connects to the network; and secure any wireless network the customer connects to the service.

Otelco /I-land take reasonable measures to maintain the security of the network. Otelco's network devices are password protected and secured physically within Otelco's network switching and Network Operations facilities.

Impact of Specialized Services

No specialized services are offered to end users.

Privacy Policy

Otelco / I-land network management practices do not entail recording of network traffic. Traffic information is not stored by Otelco or used for non-network management purposes; however, traffic information may be provided to third parties to comply with court orders, subpoenas, or other legal or regulatory requirements.

Redress Options

To resolve any complaints or questions, all users should contact Otelco / I-land by:

Telephone 660-834-3311 or 660-829-4638 and ask for the Network Operations

Email noc@iland.net

Service Description and Pricing

Otelco / I-land Internet uses DSL and Wireless LOS technology to deliver internet services to a portion of its customers, some of or DSL subscribers are connected directly to our network, wherein other DSL subscribers are connected to the Internet via Socket telecom, wherein I-land serves as a re-seller of those subscribers. Otelco/I-land subscribers DSL speed test results for the following services are:

<u>Service</u>	<u>Download</u>	<u>Upload</u>	<u>Response (latency)</u>
512/256k	540k	270k	96ms
1M	1050k	530k	105ms
2M	2080k	540k	96ms
3M	3120k	540k	102ms
4M	4050k	540k	96ms
6M	6170k	540k	96ms

Pricing*	512k	1M	2M	3M	4M	6M
Residential	\$24.95	\$29.95	\$39.95	\$49.95	\$59.95	\$69.95

Base price for internet services.