



Network Practices

- Congestion management – At this time Sytek does not practice Congestion Management. All customers are affected equally in the event of congestion.
- Application specific behavior – Sytek does not block or rate control any specific protocols at this time, but reserves the right to block or rate control in the future if the need arises.
- Device attachment rules – Sytek prohibits users to operate their own e-mail, web, FTP, gaming server or other file transfer services or resale of such services without express written permission from Sytek.

Security

- Sytek provides no security to the end user, however; uses standard procedures for securing Sytek servers and routers.

Performance Characteristics

- Service description – Sytek provides service via the following technologies: Cable Modems, DSL and Fiber to the home. Sytek offers the following speeds: up to: DSL 100mb, and generally stays within 20%. Fiber to the Home up to 1gb
- Sytek does not have specialized terms.
- Customers speed experiences will vary, especially when accessing the internet wirelessly from various devices. Download speeds are via a wired connection and are up to 1 gig per second via a wired connection. Due to overhead capacity reserved to deliver the data, speeds may be less than 1 gig. Internet speeds through a wired or wireless connection are not guaranteed due to conditions outside of network control, including customer location, size of customer home, differences in home construction or, age of devices and equipment.

Commercial terms

- Pricing –
 1. DSL Pricing: 100MB Res. \$77.75/Bus \$87.75
 2. Fiber to the home Pricing: 1GB internet only Res. \$77.75/Bus \$87.75
- Privacy Policies – Sytek has a CALEA device in place for law enforcement purposes and has the option to use wireshark to help capture data upon request.
- Redress Options – Management addresses each issue on a pre incident basis.