

# ISP TRANSPARENCY DISCLOSURE

## Scope of Coverage

- Name of filer: **Eastern Cable Corp**
- Filer's FCC Registration Number (FRN): **0003752466**
- Trade name or DBA name under which the described ISP services are offered to consumers:  
**Eastern Cable Corp & OnPoint Broadband**
- Type of ISP service: **Cable Modem & Fiber Optics**
- Brief description of service covered by the disclosure: **We provide Cable Modem & fiber optic internet service to local homes and businesses in our service area.**
- The effective date of disclosure: **01/31/2019**
- Whether the submission is a new/first-time disclosure or an amendment to a prior submission:  
**First-Time Disclosure**

## Certification of Filing Accuracy

Each submission shall include a complete certification of accuracy, stating the name and signature of company official (e.g., corporation officer, management partner, or sole proprietor) Who certifies that he/she has examined the information contained in the disclosure and that all information contained in the submission is true and correct.

I verify under penalty of perjury that the foregoing is true and correct.

Executed on 1-30-2019  
Date

Dere R Eubanks  
Name

MANAGER  
Title

  
Signature

## Substantive Disclosure Submission

- Network Management Practices

- *Blocking*. Any practice (other than reasonable network management elsewhere disclosed) that blocks or otherwise prevents end user access to lawful content, applications, service, or non-harmful devices, including a description of what is blocked.

**-Not Applicable**

- *Throttling*. Any practice (other than reasonable network management elsewhere disclosed) that degrades or impairs access to lawful internet traffic on the basis of content, application, service, user, or use of a non-harmful device, including description of what is throttled.

**-Not Applicable**

- *Affiliated Prioritization*. Any practice that directly or indirectly favors some traffic over other traffic, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, including identification of the affiliate.

**-Not Applicable**

- *Paid Prioritization*. Any practice that directly or indirectly favors some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization or resource reservation, in exchange for consideration, monetary otherwise.

**-Not Applicable**

- *Congestion Management*. Descriptions of congestion management practices, if any. These descriptions should include the types of traffic subject to the practices; the purposes served by the practices; the practices' effects on end users' experience; criteria used in practices, such as indicators of congestion that trigger a practice, including usage limits triggering the practice, and the typical frequency of congestion; usage limits and the consequences of exceeding them; and references to engineering standards, where appropriate.

**-Not Applicable**

- *Application-Specific Behavior.* Whether and why the ISP blocks or rate-controls specific protocols or protocol ports, modifies protocol fields in ways not prescribed by the protocol standard, or otherwise inhibits or favors certain applications or classes of applications

**-Not Applicable**

*Device Attachment Rules.* Any restrictions on the types of devices and any approval procedures for devices to connect to the network.

**-Not Applicable**

- *Security.* Any practices used to ensure end-user security or security of the network, including types of triggering conditions that cause a mechanism to be invoked (but excluding information that could reasonably be used to circumvent network security).

***The customer is reasonable for maintaining security of their own network. We do not provide networking or security services for our end users. A customer that is subjected to a denial of service attack or unwanted activity is urged to notify us as soon as possible. We will work with our customers to correct the issues in a reasonable and timely manner.***

***We have commercially appropriate security measures in place to protect our network against unauthorized access. We do not guarantee that our customers are protected from all security breaches.***

**▪ Performance Characteristics**

- *Service Description.* A general description of the service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications.

***We offer a cable modem internet service with speeds as high as 12Mbps download and 2Mbps upload to serve the residents and businesses in our area. Depending on the package selected, the service is suitable for any real-time applications residential and businesses customers in our service area may require. Network latency is typically <40ms.***

***We offer a fiber optic internet service with speeds as high as 1Gbps upload and download to serve residential and businesses customers in our service area. Depending on the package selected, the service is suitable for any real-time applications residential and businesses customers in our service area may require. Direct fiber optic offers very low latency and high availability for our customers. Network latency is typically <20ms.***

- *Impact of Non-Broadband Internet Access Service Data Services.* If applicable, what non-broadband internet access service data services, if any, are offered to end users, and whether and how any non-broadband internet access service data services may affect the last-mile capacity available for, and the performance of, broadband internet access service.

**-Not Applicable**

- Commercial Terms
- Price. For example, monthly prices, usage-based fees, and fees for early termination or additional network services.

**Pricing for internet services is available within our services area by calling our main office at 606-620-4416. There are no usage caps on our service and early termination fees are based on the remaining months left on a customer's contract.**

- Policies. A complete and accurate disclosure about the ISP's privacy practices, if any. For example, whether any network management practices entail inspection of network traffic, and whether traffic is stored, provided to third parties, or used by the ISP for non-network management purposes.

**We do not store network traffic, provide traffic to any third party, or use network traffic for any non-network management purposes.**

- *Redress Options.* Practices for resolving complaints and questions from customers, entrepreneurs, and other small businesses.

**Customer complaints or questions can be made in person at 281 Adams Rd Corbin KY 40701 or by phone (606-620-4416) and are typically resolved within the same business day.**