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763.314.0100 | FiberNetMonticello.com

COMMERCIAL INTERNET SERVICE DISCLOSURES

Prices

Monthly prices for our Internet access service are available at fiberNetmonticello.com.

Privacy Policies

From time to time, we may need to disclose anonymized network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law. We reserve the right to do so. For further information on our privacy policies, see our Internet Acceptable Use Policy and Cable Subscriber Privacy located at fiberNetmonticello.com.

Illegal or Indecent Content

Use of any FiberNet service to make any illegal, indecent or obscene content available via transmission, storage or display of such material is prohibited. Accounts maintaining such content are subject to suspension or termination without notice.

Inspection of network traffic

We routinely monitor network and traffic patterns.

Virus and Spam filtering

We filter all outbound email traffic for viruses and spam. Inbound email traffic filtering is a subscription based service provided by a third party provider. We make available to customers a filtering service, at their option, that is all inclusive for website protection.

Storage of network traffic information

Dynamic Host Configuration Protocol (DHCP) information is a code included in all network traffic that associates that traffic with a particular cable modem or customer equipment sending or receiving the traffic. We store DHCP information for at least 6 months.

Provision of network traffic information to third parties

We may disclose network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law.

Use of network traffic information for non-network management purposes

Not applicable.

Redress Options; end-user complains and questions

End-users or edge providers with complaints or questions relating to these disclosures should contact our Network Operations Manager or use our website customer care link, available at fiberNetmonticello.com, to submit complaints or questions. We will endeavor to answer questions promptly via email or voice. For complaints, we will provide an initial response in writing within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.