



Network & Internet Transparency Statement

NTS Communications, LLC dba Vexus

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Network Transparency Statement

VEXUS provides this Network Transparency Statement in accordance with the FCC's Restore Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about VEXUS' other policies and practices concerning broadband are available at www.vexusfiber.com

VEXUS engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. VEXUS' goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. VEXUS wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

VEXUS' network management includes congestion- and security-protocol-management and customers generally will not be impacted by the protocols and practices that VEXUS uses to manage its network.

A. VEXUS' Network Transparency Disclosures

VEXUS uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. VEXUS believes in full transparency and provides the following disclosures about its network management practices:

- 1. Blocking:** VEXUS does not block or discriminate against lawful content.
- 2. Throttling:** VEXUS does not throttle, impair or degrade lawful Internet traffic.
- 3. Affiliated Prioritization:** VEXUS does not prioritize Internet traffic and has no plans to do so.
- 4. Paid Prioritization:** VEXUS has never engaged in paid prioritization. We don't prioritize Internet for consideration to benefit particular content, applications, services or devices. VEXUS does not have plans to enter into paid prioritization deals to create fast lanes.
- 5. Congestion Management:** VEXUS monitors the connections on its network in the aggregate on a continuous basis to determine the rate of utilization. If congestion emerges on the network, VEXUS will take the appropriate measures to relieve congestion.

On VEXUS' network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on VEXUS' network.

Customers using conduct that abuses or threatens the VEXUS network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

VEXUS' network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. VEXUS' network management practices do not relate to any particular customer's aggregate monthly data usage.

VEXUS monitors its network on a continuous basis to determine utilization on its network. VEXUS also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, VEXUS provides notification to the customer via email or phone. If a violation of VEXUS' policies has occurred and such violation is not remedied, VEXUS will seek to suspend or terminate that customer's service.

6. **Application-Specific Behavior:** Except as may be provided elsewhere herein, VEXUS does not currently engage in any application-specific behaviors on its network. Customers may use any lawful applications with VEXUS.

7. **Device Attachment Rules:** Customers must use PPPoE for authentication of point to point connections between devices on the network. There is a limit of one (1) PPPoE session per account. For best results, DSL modems, wireless modems, or other proprietary network gateways used on the VEXUS network should be provided by VEXUS. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, **customers** are responsible for ensuring that their equipment does not harm VEXUS' network or impair the service of other customers. VEXUS is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to VEXUS' broadband network by third parties and will be held responsible for the

actions of such third parties who gain unauthorized access through unsecured customer equipment.

- 8. Network Security:** VEXUS knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protections from such threats as spam, viruses, firewall issues, and phishing schemes. VEXUS also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam.

As its normal practice, VEXUS does not block any protocols, content or traffic for purposes of network management, but VEXUS may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers.

B. Network Performance

1. Service Descriptions

VEXUS deploys Internet access to its subscribers through hardwired broadband access (Cable modem, DSL, Fiber, and Point to Point Fixed LTE Wireless)

2. Network Performance

VEXUS makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by VEXUS' network. VEXUS measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond VEXUS' control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a VEXUS service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen VEXUS plan.

For the wireless service, VEXUS measures Bit Error Rate (BER) and the Received Signal Strength Indicator (RSSI) parameters for transmission rates, latency, and traffic every 15 min. For DSL, Fiber and Cable Modem service, VEXUS measures traffic every 5 min. All services are best effort.

VEXUS tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed.

Customers may also test their actual speeds using the speed test located at <https://www.vexusfiber.com/residential/internet/vexus-speed-test/> on VEXUS' website and may request assistance by calling our business office at 800-658-2150 or by email at info@vexusfiber.com.

Based on the network information VEXUS receives from its monitoring efforts, VEXUS' network is delivering data transmission rates advertised for the different high-speed Internet services. To be sure, VEXUS has implemented a program of testing the performance of its network by using a test protocol similar to the one sanctioned by the FCC. We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment. VEXUS reports the results of the testing below. This result applies to both upload and download data rates, and applies for measurements made both at peak times and over a 24-hour period:

DOWNLOAD & UPLOAD SPEEDS, LATENCY

DOWNLOAD SPEEDS

SPEED TIER	MEASURED (PEAK TIMES)	MEASURED (OFF-PEAK TIMES)
15 Mbps	15 Mbps or Higher	15 Mbps or Higher
100 Mbps	100 Mbps or Higher	100 Mbps or Higher
150 Mbps	150 Mbps or Higher	150 Mbps or Higher
200 Mbps	200 Mbps or Higher	200 Mbps or Higher
1000 Mbps	1000 Mbps or Higher	1000 Mbps or Higher

UPLOAD SPEEDS

SPEED TIER	MEASURED (PEAK TIMES)	MEASURED (OFF-PEAK TIMES)
3 Mbps	3 Mbps or Higher	3 Mbps or Higher

10 Mbps	10 Mbps or Higher	10 Mbps or Higher
20 Mbps	20 Mbps or Higher	20 Mbps or Higher
30 Mbps	30 Mbps or Higher	30 Mbps or Higher

LATENCY

SPEED TIER	LATENCY (PEAK TIMES)	LATENCY (OFF-PEAK TIMES)
15/3 Mbps	26.83ms	23.01ms
100/10 Mbps	26.83ms	23.01ms
150/10 Mbps	26.83ms	23.01ms
200/20 Mbps	26.83ms	23.01ms
1000/30 Mbps	26.83ms	23.01ms

3. Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities. At this time, VEXUS is not offering any non-BIAS data services.

C. Commercial Terms

Pricing and additional service information may be found at:
<https://www.vexusfiber.com/business/>.

In addition to this Network Transparency Statement, patrons may also find links to the following on the VEXUS Website:

- [Privacy Policy](#)
- [Frequently Asked Questions \(“FAQs”\)](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact VEXUS at:

Business Office at 800-658-2150

Email at info@vexusfiber.com

Internet Services Disclosure Statement

VEXUS makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by VEXUS' network. VEXUS measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. Internet speeds are not guaranteed and may vary. Please contact Customer Service at 800-658-2150 to determine speed availabilities by location.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond VEXUS' control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your own computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Other factors include, without limitation, the number of workstations and/or devices using a single connection. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing a VEXUS service. Your computers and/or wireless or other networks in your homes or offices may need an upgrade in order to take full advantage of the chosen VEXUS plan.

As stated in the [Terms and Conditions](#) on the website, customer shall be responsible for maintaining the equipment needed in order to obtain the requested internet services.

In addition to this Internet Service Disclosure Statement, patrons may also find links to the following on the VEXUS Website:

- [Privacy Policy](#)
- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)

For questions, complaints or requests for additional information, please contact VEXUS at:

Business Office at [800-658-2150](tel:800-658-2150)
<https://www.vexusfiber.com/business/>
Email at info@vexusfiber.com

Vexus Internet FAQs (posted to the website)

<https://www.vexusfiber.com/residential/customer-care/customer-faqs/>



INTERNET ▾ TV ▾ PHONE ▾ CUSTOMERS ▾

How do I test my Internet speed?



What is the difference between download and upload?



Can I use my own WiFi router?



Does Vexus throttle speed?



How do I manage my email?



How do I change my email password?



What is Vexus' policy on Internet Freedom?



What is Vexus' Internet Privacy Policy?

