X-Stream Services Internet Broadband Disclosures

X-Stream Services strives to provide consumers with accessible, easy-to-understand information about the services we provide, so they can make informed decisions about which services best meet their needs. Consistent with that goal, we have established this page as a single place where consumers and others can access and review the relevant policies, agreements, and other information about our Internet broadband Internet access services.

Additionally, the Federal Communications Commission ("FCC") requires that X-Stream Services and other providers of broadband Internet access services disclose certain information regarding those Internet services. The information required for disclosure under the FCC's rules is found below and in the various policies and documents listed and linked on this website. To assist you in finding the information you're looking for, we highlight below information that the FCC specifically calls for in the Open Internet Disclosures.

Network Practices

X-Stream Services does not discriminate against lawful Internet content, applications, services, or non-harmful devices. The bullets below provide an overview of X-Stream Services network practices with respect to its Internet broadband Internet access services.

Blocking

X-Stream Services does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices.

Throttling

X-Stream Services does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

Affiliated Prioritization

X-Stream Services does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.

Paid Prioritization

X-Stream Services does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.

Network Management

X-Stream Services manages its network with one goal: to deliver the best possible broadband Internet access service to all of its customers. To further this effort, X-Stream Services uses reasonable network management practices that are consistent with industry standards. X-Stream Services uses various tools and techniques to manage its network, deliver its service, and ensure compliance with the Terms of Use & User Agreement posted on our website. These tools and techniques are dynamic and can and do change frequently. Network management activities may include identifying spam and preventing its delivery to customer email accounts, and detecting malicious Internet traffic and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

As the Internet and its related technologies continue to evolve, X-Stream Services network management tools will also keep pace so we can deliver an excellent, reliable, and safe experience to all of our customers. We will provide updates here as well as other locations if we make significant changes to our network management techniques.

Application-Specific Behavior

X-Stream Services provides its broadband Internet access service customers with full access to all the lawful content, services, and applications that the Internet has to offer. X-Stream Services does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, and identity theft), does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

Device Attachment Rules

Many devices are approved to access our broadband Internet access service. In order for any type of modem device or wireless device to be approved for use on the network, it must pass UL certification, FCC certification, and X-Stream Services device testing.

Security

X-Stream Services employs a number of practices to help prevent unwanted communications, such as spam, and protect the security of X-Stream Services customers and network. We limit the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above "normal" rates) that customers can send to our servers in order to protect them from Denial of Service (DoS) attacks. (We do not disclose exact rate limits in order to maintain the effectiveness of these measures.)

Performance Characteristics

Service Description

X-Stream Services has always prided itself on providing state-of-the-art broadband services at the highest possible speeds. It consistently delivers at or above the "provisioned" speed for the particular service tier. X-Stream Services also provides a speed test page, so you can test your connection for yourself.

Commercial Terms

Pricing and Other Fees

X-Stream Services broadband Internet access services may be subject to promotional rates. Additional fees, such as for equipment rental, installation, and early termination, may apply. For information about pricing and fees for X-Stream Services Internet tiers of service, please visit the www.xstreamservices.com webpage.

Data Usage Plans

X-Stream Services does not currently apply any "data caps," usage thresholds, or any other form of usage-based billing.