

SERVICE OFFERINGS

Service Description

Service Electric Broadband Cable (SEBC) provides high-speed internet to its customers as part of the PenTeleData (PTD) network, via DOCSIS using QAM modulated carriers over coaxial cable.

Pricing

A complete list of high-speed internet packages can be found at <http://www.secable.com/sparta/packages-internet.html>. Prices listed on the aforementioned website are on a recurring monthly basis. SEBC does not require the customer to sign a contract.

NETWORK PRACTICES

SEBC and PTD provide speed test utility as a service to our customers. The free utility can be found at http://www.ptd.net/tiki-index.php?page=PTD_Speedtest.

Customers may expect to receive speeds listed for their specific high-speed internet package, on a recurring basis. Listed speeds are not guaranteed, and may vary because of, but not limited to network congestion, latency, and customer equipment.

SEBC has posted bandwidth transfer limits at <http://www.secable.com/sparta/packages-internet.html>. The limits are per calendar month. SEBC reserves the right to charge the customer for any overages, at a rate of \$1 per GB over the posted limit. Bandwidth usage is monitored daily, from 5:00pm to 1:00am. SEBC and PTD provide a utility in which a customer may check his/her bandwidth usage, both peak and off-peak. The utility is available at http://www2.engr.ptd.net/login/cablereports/res_util.cgi.

Security

SEBC and PTD do not block specific applications from running over the network. Traffic sent to the following ports may be blocked for security and network management reasons, in order to minimize the risk of virus infection on customers' equipment, through well-known vulnerabilities, as well as to prevent hostile computers on the network from affecting others:

TCP 24, TCP 80, TCP 443, TCP 445, TCP 1080, TCP 6667-6669, TCP 1433-1434, TCP & UDP 135-139, TCP & UDP 67.

SEBC and PTD reserve the right to block network traffic, without notice, if it is in violation of the Internet Service Agreement, signed by the customer at the time of installation.

Customers will receive either two (2) dynamic IP addresses, acquirable via DHCP, or may receive two (2) dynamic private IP addresses behind Network Address Translation (NAT) via DHCP. Customers which receive IP addresses through NAT will have all inbound ports blocked that aren't opened as a result of an outbound request due to the operation of NAT.

Only approved DOCSIS cable modems may connect to the SEBC/PTD network. SEBC provides a DOCSIS cable modem, as a free rental, to our high-speed internet customers. This is either a DOCSIS 3.0 or DOCSIS 2.0 cable modem, depending on application, unless the customer also subscribes to digital telephone service, in which case a DOCSIS 2.0 MTA is leased.

CONTACT INFORMATION

Technical Support

Customers with general questions, or who are in need of technical support, may contact the technical support department at (800) 992-0132.

Complaints

Customers who are not satisfied with the level of service routinely provided by SEBC may call (800) 992-0132.