Network transparency

Chazy and Westport Telephone Company, doing business as Chazy and Westport Communications

DRAFT FOR REVIEW - NOT EFFECTIVE

How our Internet connection works, including network management and performance.

Scope and service information

This disclosure describes C&W broadband Internet access. Availability, technology, advertised speed, equipment, installation, recurring charges, any data allowance, and any contract term depend on the service selected and the service address. The plan-specific order and Broadband Facts label provide the applicable commercial and performance information. This general policy does not replace those labels.

This draft carries forward the network practices described in the existing disclosure for verification. It is not a certification of current network configuration. Mobile broadband practices must also be checked against the actual mobile service and underlying network arrangements.

Performance and everyday use

Actual performance can vary with the service technology, network demand, the destination website or application, connected equipment, Wi-Fi conditions, and the number of devices in use. Advertised maximum speeds are not a measurement of typical performance. A wired test to compatible equipment is useful when troubleshooting a speed concern.

Managed Wi-Fi can help improve in-home connectivity, but walls, interference, placement, and device capabilities affect wireless coverage and speeds. Contact us for help with placement or additional coverage.

Blocking, throttling, and paid prioritization

C&W does not block lawful content, applications, services, or non-harmful devices, or deliberately slow lawful traffic based on its content or source, subject to reasonable network management and applicable law. We do not accept payment to give selected Internet traffic preferential treatment. A plan speed limit or disclosed mobile high-speed data allowance is separate from content-based throttling.

Security controls may restrict harmful traffic or protect the network during an attack. Customer-selected parental controls and security features may filter traffic according to the selected settings; they are not a guarantee that every threat or inappropriate site will be detected.

Congestion and traffic management

We monitor network utilization and plan capacity upgrades. The existing disclosure describes quality-of-service treatment for identified voice, conferencing, and network-control traffic using standard traffic markings. This treatment is intended to support delay-sensitive communications and is not a purchased Internet fast lane. Treatment on networks operated by others may differ.

Security management may include rate limits for authentication or network services and temporary restrictions on traffic or ports associated with attacks, malware, or abuse. Measures should be proportionate to the identified network problem. We do not prohibit lawful peer-to-peer applications merely because they are peer-to-peer.

Equipment and other services

Equipment at the connection to our network must be compatible with the provisioned service. Customers may connect compatible, non-harmful devices at the customer handoff, subject to the service order. Ask us before replacing provider equipment or making changes that affect the network connection. Any separately managed voice or other non-Internet service and its effect on broadband capacity must be disclosed accurately for the relevant offering.

Commercial terms, privacy, and complaints

Review your service order for promotional periods, installation or equipment charges, deposits, term commitments, renewal provisions, cancellation, and any early termination charges. This policy does not create a new charge or extend a contract. The Privacy and Data Protection policy explains customer-information handling.

Contact us to report performance concerns or ask about a restriction. If a matter is not resolved, you may use the FCC consumer complaint process. Changes to this disclosure will identify their effective date and will not replace any notice required for changes to your service agreement.

Contact C&W

Questions? Contact customerservice@chazywestport.net, call Westport at 518-962-8211 or Chazy at 518-846-7111, or write to 2 Champlain Avenue, Westport, NY 12993. Do not email passwords, full payment-card numbers, Social Security numbers, or sensitive records.

References and resources

FCC broadband transparency rules

FCC consumer complaints

Before this draft takes effect

Network team: verify every practice below; supply actual typical speeds, latency, data allowances, complete charges, and current Broadband Facts labels for each offered plan before approval.