Network Management Policy

At Pymatuning Communications (Pymatuning Independent Telephone Company), we are committed to providing an outstanding user experience that supports legal products, services, or applications our customers choose to access via their internet service. We invest considerable resources to ensure our customers have reliable internet access and strive to deliver an optimal online experience, allowing them to enjoy a wide range of content—including the latest news, online shopping, communication tools, streaming services, gaming, and various other online services.

Due to the rapid growth of the Internet and the emergence of increasingly advanced applications, bandwidth consumption per subscriber has surged dramatically. Typically, Pymatuning Communications employs a best-efforts approach to provide internet service, meaning we do not prioritize one type of traffic or application over others. Our goal is to consistently deliver all traffic at the provisioned speed for each customer.

The primary features of Pymatuning Communications' network management practices are:

- Pymatuning Communications does not block, throttle, or inhibit any lawful content, specific applications, or categories of applications.
- We do not restrict the types of devices that can connect to our network, as long as they do not interfere with our internet access service, damage the network, adversely affect other users, or violate our Acceptable Usage Policy.
- Pymatuning Communications does not engage in paid prioritization or favor certain traffic, directly or indirectly, for the benefit of affiliates.
- We track the flow of traffic on our network, including the volume of data transmitted to and from customer connections and the source and destination of that data, without monitoring the contents of the information sent and received.

Congestion Management

Pymatuning Communications consistently monitors its networks for utilization patterns and receives regular reports on changes in network traffic and congestion. This data helps us plan and implement increases in available bandwidth, add network equipment and/or networking ports, or enhance connectivity to the Internet, ultimately improving our customers' user experience. Pymatuning Communications does not manage congestion based on the specific online activities, protocols, or applications of individual customers; rather, we monitor the flow of traffic on our network and take proactive steps in the most heavily used areas to alleviate congestion before it impacts any users. This includes adding switches, increasing bandwidth, and upgrading capacity.

Network Security

Pymatuning Communications employs strategies to address threats to its network and customers. We observe and analyze traffic on our network, as described above, and take action when necessary to protect the integrity of our network and other parts of the Internet. This may include terminating or suspending service for customers whose IP addresses are detected as being engaged in activities that violate the Pymatuning Communications Acceptable Usage Policy and/or threaten the stability of our network or services. The Acceptable Usage Policy can be found in the footer section of our website at www.pymtele.net.

Service Offering Characteristics

Pymatuning Communications provides a range of internet access service options designed to meet customers' budgetary and usage requirements. The advertised speed for each Pymatuning Communications internet offering represents the maximum speed expected to be achievable for that service. Bandwidth is allocated on a per-customer basis, and the bandwidth available to a customer is shared among all connected devices within their premises. Pymatuning Communications does not impose usage-based fees for internet access services and does not use volume-based data caps.

Some applications, such as email or basic web browsing, do not require our highest speed offerings for optimal performance, while activities like transferring large data files, streaming video, gaming, or video conferencing may necessitate a higher speed tier.

Several factors may influence the actual speed of Pymatuning Communications' services at any given time. These factors include, but are not limited to, the capabilities of the customer's device used to access the Internet, the performance of websites or other internet services accessed by the customer, and the distance from the customer's location to our nearest remote terminal or central office.

Available speed tiers may vary by location.

Contact Information

For more information or specific inquiries about this Network Management Policy, please visit our Contact Us page, where you will find various ways to reach us.