# ISP Transparency Disclosure

## QCOL, Inc.

FRN: 0019663095

Type of ISP Service: Fiber Optic, FTTH (Fiber-to-the-home) GPON, 10GPON

## Network Management Practices

*Congestion Management*
QCOL's only congestion management is to provide the option to purchase additional bandwidth.

*Blocking*
QCOL does not block or otherwise prevent end user access to lawful content, applications or service(s).

*Throttling*
QCOL does not degrade or impair access to lawful Internet traffic on the basis of content, application, service(s) or user.

*Application-Specific Behavior*
QCOL does not block or rate-control specific protocols or protocol ports in any way.

*Device Attachment*
QCOL places no explicit restrictions or regulations on what Internet connected devices you choose to run. We do however reserve the right to ban and/or refuse to allow the connection of device(s) that we determine may cause performance issues on our network or that may degrade the quality of service to customers.

*Security*
QCOL offers no inherit security to your overall Internet connection. It is recommended that customers run their own security software on their devices for the highest level of possible protection.

*Performance Characteristics*
*Service Description*
QCOL offers internet service to residential and small business subscribers up to 1Gbps through a 100% fiber to the home network. QCOL has both Active Ethernet and GPON fiber networks deployed to deliver up to 1Gbps of service and all subscribers should expect to receive the amount of bandwidth they are paying for regardless of the time of day. Latency to most all domestic internet websites should be less than 50ms and less than 300ms internationally. It is impossible for us to control the speeds that are achieved outside of our network, but we do offer enough bandwidth to supply all of our customers. If you feel you are not getting your advertised speed, please contact QCOL with your concerns.

*Impact of Non-Broadband Internet Access Service*
QCOL does not currently, and has no plans to offer any additional or specialized services that would affect overall network performance.

*Affiliated Prioritization*

QCOL does not directly or indirectly favor any traffic, except that VoIP traffic has quality of Service priority, and all VoIP traffic is treated equally.

*Paid Prioritization*

QCOL does not receive payment, monetary or otherwise, directly or indirectly, for the delivery of traffic.

*Price*

Customers sign an agreement for service, one to three year(s) for residential or business. Early cancellation is permitted when moving outside the QCOL service area; otherwise the customer is committed to the full contract. Price for symmetric fiber residential service is;

| Package | Download | Upload | Price |
|---|---|---|---|
| Express | 50 Mbps | 50 Mbps | $65.00 |
| Advanced | 100 Mbps | 100 Mbps | $95.00 |
| Expert | 200 Mbps | 200 Mbps | $145.00 |
| Expert Plus | 500 Mbps | 500 Mbps | $395.00 |

*Privacy Policies*

QCOL does not inspect, store, or sell network traffic or use it for any other purpose.

*Redress Options*

QCOL maintains a customer service department available by telephone with an expedite process to bring any problems to the attention of a higher tier technical support member or upper management if needed.