



Transparency Disclosure

Ted Book

Easton Velocity (ISP brand name)

Easton Utilities Commission (Official Company Name)

Effective Date: September 11, 2018

Service Type: Wired

Covered Services: DOCSIS cable modem and dedicated fiber optic services

Submission: New

Network Management Practices:

- Blocking: N/A
- Throttling: N/A
- Affiliated Prioritization: N/A
- Paid Prioritization: N/A
- Congestion Management: N/A
- Application-Specific Behavior: N/A
- Device Attachment Rules: N/A
- Security: N/A

Performance Characteristics:

- Service Description – Broadband internet service delivered via DOCSIS cable modem or fiber optic. Cable modem actual and expected speeds are 25Mbps to 250Mbps download and 1Mbps to 10Mbps upload. Actual and expected speeds delivered via fiber optic are symmetrical from 25Mbps to 1Gbps. Service is delivered over a low latency network, fiber services < 5ms and Cable Modem latency not to exceed DOCSIS specifications. Speeds are capable of providing seamless access for current real-time applications.
- Non-Broadband Access – Cable modem economy service at 10Mbps download and 1Mbps upload is not considered broadband by the current FCC definition. Offering this service is not a reflection of network limitations, it is an affordability option.

Commercial Terms:

- Cable Modem services are sold on month-to-month basis at the prices shown in Table 1 below. No contract commitments or early termination fees apply.
- Fiber services are sold under contract terms and pricing that is based on upfront construction cost to deliver service and the length of term agreed upon by the customer.



Table 1 – Cable Modem Pricing

Residential		
Package	Speed Mbps (Down/Up)	Price
Starter	10/1	\$30
Value	50/2	\$48
Value Plus	75/3	\$60
Standard	125/5	\$75
Ultimate	250/10	\$100

Commercial		
Package	Speed Mbps (Down/Up)	Price
Starter	10/1	\$49.95
Value	50/3	\$99.95
Value Plus	75/4	\$125
Standard	125/5	\$150
Ultimate	250/10	\$190

Privacy Policy:

The Easton Velocity Privacy Policy can be found at: <http://business.eastonvelocity.com/privacy-notice/>

Complaints, Issues or Assistance:

Persons needing to contact Easton Velocity regarding a grievance or other issues should call the Easton Utilities Commission main number (410)822-6110 during regular business hours, Mon-Fri between 8:00am and 4:30pm.

Technical Support can be reached at (410)763-9400 Mon-Fri between 8:00am and 9:30pm, and Sat from 8:00am to 5:00pm.

On-call technicians are available 24x7x365 to address system outages

Certification of Filing Accuracy:

Ted Book, Director of Cable & Communications hereby certifies that the information contained in this disclosure is true and correct as of the filing date September 11, 2018.

Name: TED BOOK

Signature: 