Customer Agreements, Policies & Service Disclosures

Alliance strives to provide consumers with accessible, easy-to-understand information about the services we provide, so they can make informed decisions about which services best meet their needs. Consistent with that goal, we have designed this page to act as a place where consumers and others can come to access and review the relevant policies, agreements, and other information about these services.

Additionally, the Federal Communications Commission ("FCC") requires that Alliance and other providers of broadband Internet access services disclose certain information regarding those Internet services. We believe that all of the information required for disclosure under the FCC's rules is found in the various policies and documents listed and linked on this page. To assist you in finding the information you're looking for, we highlighted a few pieces of information that the FCC specifically calls for in the Overview section below.

Overview of Network Practices

The bullets below provide a general overview of Alliance's network practices.

Congestion Management
Alliance manages its network with one goal: to deliver the best possible broadband Internet experience to all of its customers. To further this effort, Alliance uses reasonable network management practices that are consistent with industry standards. Alliance uses various tools and techniques to manage its network, deliver its service, and ensure compliance with its policies, customer agreements, and applicable rules and regulations. These tools and techniques can and do change frequently. Alliance uses PRTG for uplink monitoring for congestion, Calix Consumer Connect to monitor usage and for troubleshooting, SDN Connection to verify uplink capacity, and other tools for monitoring Wi-Fi and ONT health, packet loss and network failures.

Application-Specific Behavior
Alliance provides its customers with full access to all the lawful content, services, and applications that the Internet has to offer. Alliance does not block or rate-control specific protocols or protocol ports (except to prevent spam, malicious attacks, and identity theft), does not modify protocol fields in ways not prescribed by protocol standards, and does not otherwise inhibit or favor certain applications or classes of applications.

Security
Alliance employs a number of practices to help prevent unwanted communications, such as spam, and protect the security of Alliance's customers and network. Additionally, Alliance uses DDOS protection offered through SDN Communications for all inbound and outbound Internet traffic.

Service Description
Alliance has always prided itself on providing state-of-the-art broadband services at the highest possible speeds. Alliance's service is one of the fastest, most reliable broadband services in the United States. It consistently delivers at or above the "provisioned" speed for the particular service tier. Alliance also provides a "speed test" page at http://www.speedtest.net, so you can test your connection for yourself.

Other Services on Our Network
Alliance currently provides cable services, voice services, and certain enterprise business services, to its customers over the same physical network used to deliver broadband Internet access service to residential and small and medium business customers. Our cable, voice, and enterprise business services, are not provided over the Internet but are provisioned with separate service capacity and delivered over separate service flows using Class of Service, and the voice and business services (but not the video) services are marked for prioritization (to ensure that calls, e.g., 911 calls, go through even in times of congestion), following by business data, video and customer data.

Blocking
Alliance does not block or prevent end user access to any lawful content, applications, service, or non-harmful devices.

Affiliated Prioritization
Alliance does not employ any practices or techniques to prioritize Internet traffic to benefit its affiliates.

Paid Prioritization
Alliance does not accept monetary or non-monetary consideration to prioritize the traffic of a particular party over that of another.

Price
Please visit https://www.alliancecom.net/internet/ to view Alliance's monthly price packages for Internet service, including usage based fees, and fees for early termination or additional network services.

Privacy Policies
Please visit https://www.alliancecom.net/notices/ to view Alliance's policies regarding customer privacy.

Complaints
Please visit https://www.alliancecom.net/notices/ to view Alliance's policies and procedures for registering and resolving customer complaints.