Alliance Network Management Policy

Alliance Communications commits to the open and non-discriminatory use of the Internet by its customers and commits to use reasonable network management practices to ensure an open Internet. Alliance Communications will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010 in 25 FCC Rcd 17905) and in compliance with any future rules adopted by the FCC.

Transparency

Alliance Communications shall make available public information on its website (http://www.alliancecom.net) regarding its network management practices, performance and commercial terms of its service sufficient for consumers to make an informed choice regarding their use of such services.

Alliance Communications will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service, or Device Providers. Network Security and Congestion Management Alliance Communications uses generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability.

Alliance Communications reserves the right to prioritize traffic based on real-time and non-real-time applications during heavy congestion periods based on generally accepted technical measures. Alliance Communications may set speed thresholds on the amount of data you as a customer can upload and download within stated time periods. If you exceed these thresholds, Alliance Communications may temporarily limit the speed at which you can send and receive data over the Alliance Communications access network. Alliance Communications may use other traffic management and prioritization tools to help ensure equitable access to the Alliance Communications network for all customers.

Alliance Communications monitors customer usage to efficiently manage the network's performance to ensure a sustainable quality broadband service is provided.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.

Congestion due to malice will be remedied using any technique available, including protocol-aware filtering and rate limiting, to control and limit the offending source. Alliance Communications may seek criminal charges against those who inflict network malice. Alliance Communications may also attempt to recover costs incurred from network malice.

It is not acceptable to use the Alliance Communications network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment or services, which include but are not limited to:

- Attempting to obtain unauthorized access to any network or account. This includes accessing data not intended for end-user customers, logging into a server or account without being expressly authorized to access or probing the security of other networks.
- Attempts to interfere with the Service of others including users, hosts, and networks. This includes "denial of service" attacks, "flooding" of networks, deliberate attempts to overload a Service, and attempts to "crash" any host.
- Reselling any Alliance Communications Internet Services, without Alliance Communications' written consent.
- Distribution of Alliance Communications Internet Services beyond the scope of your end-user account. Equipment, accessories, apparatus, circuit, or devices that are harmful to the network, shall not be attached to or connected with Alliance Communications facilities. Circumventing copyright laws and regulations, including the unauthorized download of music, video, images, books, software or content, and/or other copyright-protected works.
- Alliance Communications offers spam filtering as an add-on service to each of our customer's email addresses. Details of this service are listed on Alliance Communications' website. Alliance Communications will not ask you for your password via unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change it to prevent unauthorized use.

Blocking

Alliance Communications shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management.

Discrimination

Alliance Communications shall not unreasonably discriminate in transmitting lawful network traffic over a consumer's broadband Internet access service, subject to reasonable network management practices.

Commercial Pricing

Please click on the following website link for pricing information including monthly prices, usage-based fees, and fees for early termination or additional network services: https://www.alliancecom.net/wp-content/uploads/2024/10/Machine-Readable-BB-Labels.csv

Contact Information

If you have any questions regarding this policy, please contact Alliance Communications at (605) 594-3411.