



## Transparency Disclosure

Ted Book

Easton Velocity (ISP brand name)

Easton Utilities Commission (Official Company Name)

Effective Date: January 21, 2021

Service Type: Wired

Covered Services: DOCSIS cable modem and dedicated fiber optic services

Submission: Updated

### ***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 100Mbps to 1000Mbps download and 5Mbps to 35Mbps 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 15Mbps 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	15/1	\$30
Value	100/5	\$48
Value Plus	150/7	\$60
Standard	250/10	\$75
Ultimate	500/15	\$100
Extreme	1000/25	\$150
Commercial		
Package	Speed Mbps (Down/Up)	Price
Starter	15/2	\$50
Value	100/7	\$100
Value Plus	150/10	\$125
Standard	250/15	\$150
Ultimate	500/25	\$190
Extreme	1000/35	\$290

**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 Easton Velocity hereby certifies that the information contained in this disclosure is true and correct as of the filing date January 21, 2021.

Name: Ted L. Book, Jr.

Signature: 