

OPEN INTERNET TRANSPARENCY

In the interest of preserving the free and open Internet as ordered by the Federal Communications Commission, KPU offers the following disclosures:

- Network practices – KPU endeavors to provide sufficient bandwidth to provide all users uninhibited access to the internet. In the event of severe network congestion; KPU may reduce the speed of the heaviest user(s) in terms of total Gigabit of data transfer - in order to balance the use of the network fairly to all users, and may also prioritize real time applications over non-real time applications. KPU does not have any restrictions on devices that may be connected to the internet. Security practices are in place that may require KPU to temporarily suspend Internet service, but KPU will proactively and concurrently work with the customer to fix the security issue so that service may be restored. KPU does not block lawful content, applications, services or non-harmful devices.
- Performance characteristics – KPU primarily utilizes Digital Subscriber Line (DSL) and fiber optic technology to provide Internet Service. Many different Internet speeds are available for viewing on our website, and our customer service representatives can help customers in choosing the best service to fit their needs, such as suitability for real-time applications. The local network is designed to achieve 100% of advertised speed, but many variables beyond the KPU network may limit achieved speeds. Latency for KPU provided Internet service is less than 100 milliseconds. KPU offers phone service and television service over the same line as Internet service. KPU designs the capacity of the customer connection to allow all services to function concurrently.
- Commercial terms – Monthly Internet service pricing, usage-based fees and non-recurring fees may be viewed on our kpunet.net website. KPU does not analyze, store, or provide to third parties individual customer traffic for any non-network management purpose. Please visit Ketchikan Public Utilities store in the Plaza Mall for additional information, questions, or complaint resolution. You may also write to Ketchikan Public Utilities, Attn: KPU Telecommunications Division Manager, 2970 Tongass Ave., Ketchikan, AK 99901.