



POPP's Internet Broadband Disclosures

The FCC requires that POPP and other providers of broadband Internet access services disclose certain information regarding those Internet services. The information required for disclosure under the FCC's rules is found below.

Network Management

Blocking

POPP does not do any blocking of its customers from reaching any network/site. Clients are expected to use the service in a lawful manner and are bound by our acceptable use policy and terms and conditions found at www.popp.com.

Throttling

POPP does not do any throttling on the basis of content, application, service, user, or use of a non-harmful device. POPP does engage in reasonable network management and may take temporary action against traffic that is believed to be abnormal and a detriment to all clients.

Affiliated Prioritization

POPP applies prioritization for any packets marked with DSCP 46 across our core network to give priority to voice over IP. Any traffic that leaves our network for the public internet is all best-effort.

Paid Prioritization

None of the voice over IP prioritization is based on specific compensation. There are some older internet connections which do not support such prioritization, but we do not advocate clients put voice over IP over those connection types. For all current broadband offerings, voip prioritization is simply a part of the service.

Congestion Management

POPP proactively monitors the bandwidth in our core and to our collocations. If we detect sustained periods of consumption approaching levels that would degrade service we will take action to remediate the condition (by either moving clients to a different connection or adding additional bandwidth).

Application-Specific Behavior

POPP does not provide any blocking of ports or protocols on our connections.

Device Attachment Rules

POPP's internet connections are generally terminated to a router supplied by POPP. For clients with public IP addresses, POPP does not provide any restrictions on what types of devices can be connected to the network.

Security

POPP employs a number of techniques to keep our underlying network, hosting servers, connections, and the equipment supplied by POPP secure. Client-owned equipment connected to the network is the responsibility of the client to monitor and secure. We monitor bandwidth consumption on core network links that could indicate a denial of service attack (or similar) that our engineers would then take action to remediate to minimize impact to our clients' services.

POPP provides inbound/outbound spam filtering for clients who host their email addresses on POPP's server and also makes this service available to clients with their own email server. This system uses definitions created by the supplier to look for virus and spam-based email patterns and blocks email traffic accordingly. Clients have access to view a dashboard of blocked emails and have some control into the aggressiveness of the spam filtering. If monitoring detects a mailbox or system has been compromised and is sending excessive amounts of spam, someone from POPP will contact the client to address the issue. Temporary blocking of email for a specific account may be required to protect the overall health of the network until an issue can be resolved.

Performance Characteristics

Service Description

POPP uses a variety of technologies to deliver service, based on availability at the client's address and products ordered. Such technologies include DSL, HDSL, SHDSL, DS1, ADSL2+. POPP will provision clients at their full subscribed speed. For technologies such as ADSL2+ where actual speed depends on loop quality and distance – the actual speeds achieved may be lower. These products are advertised as “up-to” speeds and not guaranteed. POPP provides a speed test page so clients can test their connection. <http://speedtest.popp.net/> POPP also offers some resold and agent-sold broadband connections for which POPP is not the ISP. For these connections, please refer to disclosures for the underlying ISP.

Commercial Terms

Price

Prices for internet access are a monthly recurring fee based on the product set, speed subscribed to, and commitment length. Additional fees for static public IP addresses, equipment rental and early termination fees may apply. Client may have additional non-internet monthly/usage fees for other products purchased from POPP, if any (such as Hosted IP Phone System, or other voice services). POPP does not implement any data caps on connections where POPP is the ISP. For questions about new or existing service pricing, contact POPP at 763-797-7900.

Privacy Policies

POPP offers a free Internet Connection Dashboard (online portal) service that collects some high-level usage information that is made available as a tool for clients (requires username/password) and POPP's internal troubleshooting team. This is mainly information about quantity of bandwidth consumed, and is NOT a detailed account of websites visited or similar. Clients can opt out of this if they so desire. POPP does not disclose usage information or subscriber lists with any 3rd parties. POPP will comply with any authenticated subpoenas for information received from law enforcement.

Redress Options

If you have questions please contact POPP at 763-797-7900 and we will promptly respond you your questions.