Network Management Policy

WesTel Systems 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. WesTel Systems 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

WesTel Systems shall make available public information on its website http://www.westelsystems.com 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.

WesTel Systems does not block, throttle, discriminate in any way, or create any type of fast or slow lanes through prioritization paid or not.

Network Security and Congestion Management

WesTel Systems 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.

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. WesTel Systems may seek criminal charges against those who inflict network malice. WesTel Systems may also attempt to recover costs incurred from network malice.

It is not acceptable to use the WesTel Systems 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 WesTel Systems Internet Services, without WesTel Systems' written consent.
- Distribution of WesTel Systems Internet Services beyond the scope of your end-user account.
- Equipment, accessory, apparatus, circuit or devices that are harmful to the network, shall not be attached to or connected with WesTel Systems facilities.
- Circumventing copyright laws and regulation, including the unauthorized download of music, video, images, books, software or content and/or copyright protected works.

WesTel Systems has Spam filtering available for each customers' email address. Details of this service are listed on WesTel Systems' website. WesTel Systems will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

Pricing

Please click on the following website link for pricing information including monthly prices, usage-based fees, and fees for early terminations or additional network services: http://www.westelsystems.com for all customers.

Contact Information

If you have any questions regarding this policy, please contact WesTel Systems customer service at 712-786-1181.