



## **Muscatine Power & Water**

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## **Introduction**

In accordance with the Federal Communications Commission (FCC) Open Internet Rule, Muscatine Power and Water (MP&W) is committed to providing the citizens of Muscatine with Internet service that is reliable and safe. This document discloses MP&W's policies and/or practices in three areas: Network Practices, Performance Characteristics, and Commercial Terms.

For more information on the Open Internet Rule, go to <https://www.fcc.gov/openinternet>.

## **Network Practices**

### ***Congestion Management***

As per the *MP&W Communications Service Rules*, MP&W may, at its sole discretion, reduce transmission speeds or other service parameters, or take other actions necessary to preserve or optimize system functionality for the benefit of MachLink® users. MP&W may utilize reasonable network management practices. While MP&W uses methods that are typically minimally intrusive, its network management practices will change and evolve with the use of the Internet and developing technology.

For more information, go to the *Network Management Practices* section in the *MP&W Communications Service Rules*, available here: [Service Rules](#).

### ***Application-Specific Behavior***

#### **Port 25**

MP&W blocks outbound processing on port 25 as a measure of SPAM control for our residential customers.

MP&W will work with individual customers on obtaining access to port 25 on a case-by-case basis.

For more information on MP&W's port 25 blocking, go to [Port 25 Information](#).

#### **Ports 1243 and 8998**

MP&W blocks inbound and outbound processing on ports 1243 and 8998 as a measure of protection against viruses and other malicious code that can be used to gain access to customers' systems.

#### **Ports 135, 445, and 593**

MP&W blocks inbound and outbound processing on ports 135, 445, and 593 as a measure of protection against viruses and other malicious code that can infect customers' systems.

MP&W will work with individual customers on obtaining access to ports 135, 445, and 593 on a case-by-case basis.

## ***Device Attachment Rules***

Any device attaching to the MP&W system must utilize DHCP for IP address acquisition. MME customers are the exception to this rule.

For more information on DHCP setup, go to [DHCP Information](#).

## ***Security***

MP&W takes the following security measures to protect our system:

- Anti-virus scanning and blocking on incoming mail
- Customer opt-out spam filtering
- Customer-customizable SPAM control
- Denial of access due to repeated failed logins to the mail server
- Other security measures on an individual basis, such as denying access to the network based on previous malicious activity

## **Performance Characteristics**

### ***Service Description***

MP&W's high-speed cable modem and wireless services provides a high-speed Internet connection over existing cable and airwaves, allowing consumers to access the Internet quickly and enjoy high-speed downloading and streaming. Cable modem networks share aggregated bandwidth with other modems within their neighborhood and node groups. The available bandwidth is engineered to provide the end user with the amount of bandwidth they need to enjoy the high-speed network. The connection between the end user and MP&W is a secure pathway that keeps your information and browsing safe.

Our cable modem network utilizes DOCSIS 2.0 compliant modem technology while our wireless service employs WiMAX and 802.11b/g/n technologies. Both provide unique Internet addresses to our customers. While sharing of overall node/neighborhood bandwidth per node, we provide layers of encryption across these shared sections to maintain levels of individual security for each connected device.

### **Average Expected Actual Access Speed and Latency**

Across all of our services, we provide the following averages (taken from <http://Internetfrog.com/mypc/speedtest> and [http://www.youtube.com/my\\_speed](http://www.youtube.com/my_speed)):

<b>Average Download Speed</b>	5.17 Megabits per second
<b>Average Upload Speed</b>	3.35 Megabits per second
<b>Average QOS</b>	88.48%
<b>Average RTT (Latency)</b>	98.85 milliseconds
<b>Average MaxPause</b>	9.74 milliseconds
<b>Average Streaming Video Download</b>	3.5 Megabits per second

If you are unsure if you are achieving the appropriate service level, please contact our HelpDesk at 563-263-2631. Please note that levels can be affected by the time of day, website traffic, and upstream provider speeds.

### ***Impact of Specialized Services***

At this time, MP&W does not offer any specialized services to our users.

## **Commercial Terms**

### ***Pricing***

MP&W's pricing information is available on its website at [Residential Pricing Information](#).

### ***Privacy Policies***

MP&W's privacy information is available in the *Data/Systems Security and Privacy* section of the *MP&W Communications Service Rules*, available at this link: [Service Rules](#).

### ***Redress Options***

MP&W's practices for resolving customer complaints and questions is available in the *Complaint Procedure* section of the *MP&W Communications Service Rules*, available at this link: [Service Rules](#).