

Service Electric Cable TV of NJ, Inc. d/b/a Service Electric Broadband Cable

Broadband Transparency Disclosure

Summary	2
Important Information	2
Network Management Practices	2
Blocking	2
Throttling	2
Affiliated Prioritization	3
Paid Prioritization	3
Congestion Management	3
Application Specific Behavior	3
Impact of Non-BIAS Data Services	4
Device attachment rules	4
Security	4
Pricing and Performance Descriptions:	4
Pricing	4
Performance Metrics for SEBC's broadband services	6
Feedback and Redress Options	6

Summary

Complying with the FCC, Service Electric (“SEBC”) is disclosing to the general public information about our broadband services. This document contains information that helps the public understand how we offer broadband services.

Important Information

Name: Service Electric Cable TV of NJ, Inc.
FRN: 0006058432
Trade Name/DBA: Service Electric Broadband Cable
Type of ISP: Fixed
Effective Date: 03/15/19
Submission: First Time

If you have further questions after reading this document, please feel free to call us at (800)992-0132 and we'll answer any questions regarding the document that you may have.

Network Management Practices

Blocking

SEBC does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices, SEBC does engage in reasonable network management practices.

We block the following ports for security reasons:

TCP(25,80,443,445,1080,6667-6669) UDP(1433-1434)

Throttling

We do not use any throttling mechanisms. We do not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

Affiliated Prioritization

We do not perform any prioritization of this type.

Paid Prioritization

Service Electric believes in an open Internet and we do not perform any prioritization of this type.

Congestion Management

The engineering department monitors overall bandwidth usage on the system and performs MAC domain and node splits to ensure the best service possible to all customers. As our network technologies and usage of the network continue to evolve, we reserve the right to implement a new congestion management system if necessary in the performance of reasonable network management and in order to maintain a good broadband Internet access service experience for our customers, and will provide updates here as well as other locations if a new system is implemented.

Please note that customers using conduct that abuses or threatens the system or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

Application Specific Behavior

We do not rate shape or control the rate of any applications on our network.

Impact of Non-BIAS Data Services

The FCC has defined Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as “Specialized Services”) also offered by the provider over the last-mile facilities. SEBC provides phone service to customers via Voice-over-Internet-Protocol(VoIP). Traffic of this type is combined with best effort Internet traffic. To ensure transmission of VoIP traffic the network could ensure slight delays if congestion occurs, although this is unlikely.

Device attachment rules

Devices that communicate via IP and are configured to utilize DHCP are able to attach to our network. We do not allow customers to statically assign IP addresses to their routers.

Security

Our upstream providers utilize anti-DDoS technologies to protect our customers from denial of service attacks. We also utilize BPI security between the CMTS and CM. We also encourage our customers to use an appropriate combination of security methods to help secure their connections.

Pricing and Performance Descriptions:

Pricing

Pricing for residential and commercial tiers provided via DOCSIS technology are listed below. All packages include unlimited bandwidth usage:

Residential Services				
Tier	Provisioned Speeds	Pricing - Broadband Only	Pricing w/Broadcast Basic	Pricing with Expanded Basic
Essential	50Mbps/4Mbps	\$49.82	\$37.75	\$31.45
Performance	80Mbps/6Mbps	\$64.52	\$52.45	\$46.15
Pro	110Mbps/10Mbps	\$71.87	\$59.80	\$53.50
Premier	200Mbps/20Mbps	\$93.92	\$87.10	\$80.80

Ultra	350Mbps/30Mbps	\$104.42	\$97.60	\$91.30
-------	----------------	----------	---------	---------

Commercial Services		
Tier	Provisioned Speeds	Pricing
Commercial Performance	80Mbps/6Mbps	\$70.52
Commercial Pro	110Mbps/10Mbps	\$80.27
Commercial Premier	200Mbps/20Mbps	\$99.92

Performance Metrics for SEBC's broadband services

SEBC's engineers work to provide the best possible experience for its customers. Performance can vary due to factors outside of SEBC's control that increase latency and reduce throughput. Some of those factors include items such as distance to the remote server, load on the destination's network, devices on the user's local network and other various factors.

Therefore real world speeds may vary from those listed below which were calculated using publicly available speed test servers:

Tier	Provisioned Speeds	Typical Downstream	Typical Upstream	Average Latency
Essential	50Mbps/4Mbps	51.77Mbps	4.54Mbps	10ms
Performance	80Mbps/6Mbps	82.12Mbps	6.45Mbps	10ms
Pro	110Mbps/10Mbps	111.22Mbps	10.53Mbps	11ms
Premier	200Mbps/20Mbps	202.86Mbps	20.84Mbps	10ms
Ultra	350Mbps/30Mbps	350.79Mbps	30.82Mbps	7ms
Commercial Performance	80Mbps/6Mbps	82.09Mbps	6.47Mbps	8ms
Commercial Pro	110Mbps/10Mbps	111.37Mbps	10.58Mbps	10ms
Commercial Premier	200Mbps/20Mbps	201.92Mbps	20.73Mbps	9ms

Feedback and Redress Options

We value your input regarding our services. If you have questions, comments, complaints, or need us to help with your service, please contact us at 1-800-992-0132 or webmaster@secable.com. Our mailing address is 320 Sparta Ave, Sparta, NJ 07871.