

Network Testing

In certain geographic service areas where Tri-County Communications Cooperative, Inc. (TCC) receives certain types of federal high-cost universal service support, we are required by the Federal Communications Commission (FCC) to measure and collect information concerning the speed and latency of broadband services provided to randomly-selected subscribers. These tests are mandated in order to prove that federal support money is being used to expand broadband speeds throughout rural America.

Pursuant to applicable FCC guidelines, required testing is being accomplished by using existing network management systems and tools (off-the-shelf testing). The FCC has adopted requirements regarding when tests begin, when exactly we may perform the tests, and the number of active subscriber locations we are required to test. Locations will be chosen at random to be in the testing pool. Tests for speed and latency will be performed once per quarter for a two-year period. The tests will show each location in the testing pool is receiving the speeds that the customer is paying for and are required by FCC Rules. These tests are for performance measurement only. No internet data will be recorded, viewed or shared. No personal information will be shared with the test results report and certification. TCC takes customer privacy very seriously and will protect all personal identifiable information. Once testing begins, test results must be reported and certified to the Universal Service Administrative Company (USAC) and State Commission on an annual basis. As it relates to randomly-selected subscribers, this required performance testing is in addition to the automatic testing we may do to measure or monitor performance and improve our service levels generally.