



## Fayetteville Public Utilities' Net Neutrality Disclosure

Fayetteville Public Utilities (FPU) offers a variety of broadband connection speeds, but does not guarantee these speeds as there are many factors that affect internet performance that are beyond our control.

FPU does not provide preference to any particular type of application/internet traffic as it travels within our network. FPU may use queueing or other methods to control traffic flows if needed.

Customers that utilize FPU's basic firewall service will find that most unsolicited incoming traffic to their location and various ports and applications may be blocked as part of the basic firewall service. This optional service can be removed by calling our office at (931) 433-1522 during regular office hours. There is no charge to remove or add the service (provided that it isn't added/removed more than once per month.)

To help reduce spam e-mail, FPU limits SMTP traffic to only our mail servers for most customers. This limitation usually does not apply to customers who have a globally routable address. As a workaround, many e-mail services support port 587 which can be used to send authenticated e-mail. We typically do not block port 587.

At any time, FPU may block traffic to or from specific IP addresses and/or ports based upon security or acceptable use concerns.

Our broadband prices are available at [www.fpu-tn.com](http://www.fpu-tn.com).