

Network Support

3 Rivers Communications has several departments involved in supporting our network, and specifically new network implementations. First, 3 Rivers has a fully functional sales department with years of experience in working with customers to determine their needs, and then working with network departments to implement solutions. 3 Rivers also has a large Customer Service group well versed in new order fulfillment, provisioning, and trouble reporting and tracking. This group works hand in hand with the Network and Plant Departments on all new installations. Billings support is also handled within the Customer Service group, with specific experienced reps assigned to handle any issues. The Network and Plant Departments at 3 Rivers have experienced technicians fully trained on the equipment we have in service, or plan to install. These technicians are available for support 24-7, and have the resources available (test equipment, vehicles, spares) to keep the network fully operational. 3 Rivers maintains fully integrated and redundant systems from switches to remote fiber terminals to billing systems with complete alarming capability so they are quickly alerted to any problems or potential problems. Since 3 Rivers is a Cooperative, its customers are its owners, and every effort is made to make sure individual customers' issues are resolved quickly.

Non-discrimination and Interconnect Policy

3 Rivers employs generally accepted technical measures to provide acceptable service levels to all customers, such as caching and application-neutral bandwidth allocation, as well as measures to address spam, denial of service attacks, illegal content, and other harmful activities. In addition to providing the connection to the Internet, 3 Rivers offers managed services, utilizing private network connections for point to point service when needed, rather than connecting through the public Internet. 3 Rivers negotiates in good faith with all parties making a legitimate request for an interconnection agreement, including the negotiation of terms such as business arrangements, capacity limits, financial terms, and technical conditions.