



# NETWORK MANAGEMENT POLICY



Reserve Telephone Company, Inc., dba RTC and/or Reserve Long Distance Company, Inc., dba RTC is committed to ensuring the open and non-discriminatory use of the Internet by its customers and uses reasonable network management practices to ensure its customers receive the best possible service. We do this by using the following techniques, which are consistent with industry standards:

RTC manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. RTC's customers generally will not be impacted by the protocols and practices that RTC uses to manage its network.

**RTC'S NETWORK MANAGEMENT PRACTICES** RTC uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service. Such management tools and practices include the following:

## I. MANAGING CONGESTION

RTC periodically monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, RTC will engage in the re-routing of Internet traffic to relieve congestion. In order to reduce instances of congestion, RTC adds capacity to its network when utilization has reached a level of at least 80%. On our core and access networks, RTC may increase capacity by adding or splitting HFC nodes, transport, Internet aggregation routers and bandwidth, as needed.

On RTC's network, all customers have access to all legal services, applications and content online and, in the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion do occur on RTC's network.

Customers using conduct that abuses or threatens the RTC network or which violates the company's Acceptable Use Policy, High-Speed Internet Service Terms and Conditions, and/or Conditions for Internet Access Service to Customers 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.

RTC's network and congestion management practices are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. RTC's network management practices do not relate to any particular customer's aggregate monthly data usage.

## II. NETWORK SECURITY

RTC knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by providing resources to its customers for identifying and reporting such threats as spam, viruses, firewall issues, and phishing schemes.

As its normal practice, RTC does not block any protocols, content or traffic for purposes of network management except that the company may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our customers. Except as may be provided elsewhere herein, RTC does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network.

## III. MONITORING SCHEDULE

RTC checks its usage logs on a weekly basis to determine utilization on its network. When utilization reaches 80%, RTC adds capacity or reroutes traffic to relieve congestion. RTC also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, RTC provides notification to the customer via email or phone. If a violation of RTC's policies has occurred and such violation is not remedied, RTC will seek to suspend or terminate that customer's service.

## IV. NETWORK MANAGEMENT TECHNOLOGY

RTC employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including the following:

- network graphing solutions;
- latency measurement software;
- bandwidth and performance measurement platforms Device Attachment Rules

Customers must use a DOCSIS capable cable modem to connect to RTC's hybrid-fiber coaxial network. For best results, modems, wireless modems, or other proprietary network gateways used on the RTC's broadband network should be provided by RTC.



However, RTC allows its cable broadband customers to purchase a device from the approved list below from a third party. The current list of approved modems as of are as follows:

- Arris SB6183 – DOCSIS 3.0 – cable modem
- Arris SB8200 – DOCSIS 3.1 – cable modem
- Netgear CM1000 -DOCSIS 3.1 – modem gateway

This list may be modified or changed by RTC. Note that delivery of our video services requires use of middleware.

Whether the cable modem is owned by you or by us, we have the unrestricted right, but not the obligation, to upgrade or change the firmware in the cable modem at any time that we, in our sole discretion, determine is necessary or desirable. We may perform these upgrades or changes remotely or on the Premises as we determine in our sole discretion.

Customers may attach devices of their choosing to their RTC or purchased third party modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, customers are responsible for ensuring that their equipment does not harm RTC' network or impair the service of other customers. RTC is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to RTC's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

## SECURITY

RTC utilizes a number of techniques to prevent spam and to minimize possible damage to our network or users' computers caused by viruses, malware, or other malicious codes. RTC limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to RTC's servers in order to protect them against Denial of Service (DoS) attacks.

## SERVICE DESCRIPTION/PRICING

For a list of Internet services offered by RTC, both residential and commercial, including the speeds available and current pricing, please see our website at [www.rtconline.com/internet\\_packages](http://www.rtconline.com/internet_packages) (Residential) and [www.rtconline.com/biz\\_internet](http://www.rtconline.com/biz_internet) (Business/Commercial). RTC has engineered its network to allow customers to receive the speed to which they subscribe. However, RTC cannot guarantee that customers will receive that speed every time they access the Internet and for the duration of the time they are on the Internet. Many factors can influence a user's Internet speed, including traffic congestion, distance the Internet packets need to travel, the modem used to connect to the Internet and whether the Internet connection is via a router or a wireless device. RTC does its best to make modems available to customers that maximize Internet speed and to manage congestion on its network, in accordance with the terms described herein. Beyond those practices, however, RTC has no control over the many factors that can impact Internet speed.

There are numerous websites available for testing your Internet speed. If you would like our assistance in locating such websites, please contact Customer Service at the phone number or web address provided at the end of this Policy. However, please know that these "speed tests" are only able to test limited aspects of any Internet connection and can therefore only be used as a guide, not an absolute test of performance.

## PRIVACY

We respect your privacy and, as a result, do not collect any personal information other than what is necessary to provide you with service or respond to any questions or concerns you may have expressed to us about our service. Our complete Privacy Policy may be viewed at [www.rtconline.com/privacy](http://www.rtconline.com/privacy).

## BLOCKING/END USER CONTROL

RTC does not block lawful content, applications, services, or non-harmful devices unless necessary for network management and in accordance with the policies set forth herein.

## CHANGES TO THE NETWORK MANAGEMENT POLICY

The Internet is highly dynamic, causing it to be constantly changing and evolving. Accordingly, in order to ensure our customers receive the best possible Internet service, RTC must adapt its network management tools to keep up with the changes. We will update our Network Management Policy as needed to keep up with changes to the Internet and will post any changes to our policy at this location.

If you have any questions about our Network Management Policy that are not answered herein, please contact Customer Service at (886) 611-6111 or by completing the Customer Service Contact Form at [www.rtconline.com/contactform](http://www.rtconline.com/contactform).