

Plant Telephone COMPANY

Network Management Policy

Plant Telephone (“Plant Telephone” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about Plant Telephone’s other policies and practices concerning broadband are available at www.planttel.net (“Plant Telephone Website”).

Plant Telephone manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Plant Telephone wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and videoconferencing.

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

Plant Telephone’s Network Management Practices

Plant Telephone 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

Plant Telephone monitors its network to determine the rate of bandwidth utilization in the aggregate and to identify high volume bandwidth users on a weekly basis. If congestion emerges on the network, Plant Telephone will engage the use of software and reporting systems to identify and address the cause. On its core and access networks, Plant Telephone has added capacity by installing a 10 Gig Ethernet transport system, which has improved network efficiency over existing ATM over Sonet technology. Plant Telephone also uses a segmented network with a new Ethernet bandwidth source.

On Plant Telephone’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 Plant Telephone’s network.

Customers using conduct that abuses or threatens the Plant Telephone network 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.

Plant Telephone'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. Plant Telephone's network management practices do not relate to any particular customer's aggregate monthly data usage.

II. Network Security

Plant Telephone 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. Plant Telephone also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email. Spam files are automatically deleted if not accessed within 30 days.

As its normal practice, Plant Telephone 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. Plant Telephone employs SecureIT for virus, spam and malware prevention, firewalls for DSL modems, and uses Access Control Lists to ensure authentication of persons accessing the network.

Except as may be provided elsewhere herein, Plant Telephone does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network.

III. Monitoring Schedule

Plant Telephone monitors the volume of bandwidth usage in the aggregate, as well as the volume of individual bandwidth usage on a weekly basis. Plant Telephone 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, Plant Telephone provides notification to the customer via email or phone. If a violation of Plant Telephone's policies has occurred and such violation is not remedied, Plant Telephone will seek to suspend or terminate that customer's service.

IV. Network Management Technology

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

- network graphing solutions;
- IT infrastructure monitoring software; and
- Access network management software.

V. Service Descriptions

Plant Telephone offers residential and business packages for broadband service. Plant

Telephone's broadband service offerings, including additional fees, can be found [here](#) for Residential Service and [here](#) for Business Service.

VI. Network Performance

Plant Telephone makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by Plant Telephone's network. Plant Telephone measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. However, customer's service performance may also be affected by one or more of the following: (1) the particular websites being accessed; (2) capacity in the public Internet beyond Plant Telephone's network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise.

Actual speeds on Plant Telephone's network are at 98% of advertised speeds, on average. The typical latency measured on Plant Telephone's network from DSLAM to a DSL modem is 28ms to 33ms. Plant Telephone measures these components on its network by monitoring individual subscriber performance daily in real time and analyses this data as needed. These measurements are best approximations by Plant Telephone.

Customers purchasing broadband service packages with speeds of at least 3Mbps will have the best results with real time applications such as video.

VII. Specialized Services

Plant Telephone provides the following Specialized Services to its customers: Voice-over-the-Internet-Protocol (VoIP) and Internet-Protocol-Television (IPTV) services. Plant Telephone separates completely IPTV service traffic from main Internet traffic. Accordingly, broadband customers' Internet experience is not impacted by IPTV service traffic.

Plant Telephone routes VoIP traffic over a private network to subscribers, which is segmented, but not completely separated, from Internet traffic. From the private network to the SIP provider, Plant Telephone uses QoS. Therefore, there could be marginal impact to customers' broadband experience in the event of bandwidth congestion. Customers, however, are highly unlikely to experience any negative impact.

VII. Commercial Terms

In addition to this Network Management Policy, patrons may also find links to the following on the Plant Telephone Website:

[Frequently Asked Questions \("FAQs"\)](#)

[Acceptable Use Policy](#)

[Internet Service Agreement](#)

[Broadband Service Offerings and Rates](#)

[Privacy Policy](#)

For questions, complaints or requests for additional information, please contact Plant Telephone at: 229.528.4777 or ptc@planttel.net.

For repair, Plant Telephone's standard policy is for customer to submit a trouble ticket and schedule a service call.