Network Management Policy

Ellijay Telephone Company ("ETC" or "Company") provides this Policy to inform its customers of its network management practices. Information about ETC's other policies and practices are available at www.etcnow.com/Terms ("ETC Website").

ETC manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. ETC 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.

ETC manages its network for a number of reasons, including optimizing its network, managing network congestion and managing security protocols. Very few of ETC's customers are impacted by the protocols and practices that ETC uses to manage its network.

ETC has components on its network backbone that are shared between customers. Because of this, demand on the network rises and falls and is in constant fluctuation. Thus, when a relatively small number of customers using ETC's network are using a disproportionate amount of network bandwidth at any given time, this may contribute to network congestion that degrades other customers' broadband Internet experience. ETC's network management practices aim to minimize the occurrence of this network congestion by ensuring that each customer has access to a fair share of that bandwidth.

ETC's Network Management Practices

ETC 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

Any time an area of the network nears a state of congestion, ETC will take measures to identify the cause of the congestion. Such measures will include monitoring and identifying contributing attributes such as customers using an excessive volume of network bandwidth, spam or virus distribution, or the presence of malicious Internet traffic, codes or content. If an instance of congestion is detected, ETC will take such measures as traffic segregation to address the issue. ETC's network usage is monitored 24x7. ETC is notified of potential congestion issues when aggregate bandwidth usage thresholds are reached.

Customers using conduct that abuses or threatens the ETC network or which violates the company's various policies, service contracts or Terms and Conditions of Service 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. However, ETC does not sub-prioritize or throttle any user's access to the network.

All customers will have access to all legal services, applications and content online. Most Internet activities will be unaffected. But some customers may experience longer download or upload times, or slower surf speeds on the web. ETC's network congestion management is 'application-agnostic', based on periods of high bandwidth usage and current network conditions, and is not implemented on the basis of customers' online activities, protocols or applications. Please note that ETC's application of this network management practice is related to specific periods of high volume bandwidth usage and does not relate to any particular customer's aggregate monthly data usage.

ETC has deployed DOCSIS 3.0 to increase capacity on its network. It will turn up additional DOCSIS 3.0 downstream channels as the need arises.

II.   Network Security

ETC 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. ETC is a reseller of security/anti-virus software for customers that wish to participate.

ETC email is hosted by a third party provider that manages spam for our customers. Spam filters divert spam from an online customers email inbox while allowing the customer to control which emails are identified as spam.

As its normal practice, ETC 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.

III. Technology
ETC's network management employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network. ETC uses software to monitor network usage.

IV. Monitoring Schedule
ETC's network is monitored 24 hours a day, 7 days a week. The Company uses network management software to monitor the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage to the network.

V. Service Descriptions
ETC offers broadband Internet services over cable modem and coaxial cable technologies. Coaxial broadband Internet is provided where available. DSL is offered in areas where coax is not available. A description of ETC's broadband service packages and may be found here.

VI. Network Performance
ETC takes measurements of various metrics for network performance, analysis of the measurements to determine normal levels, and determination of appropriate threshold values to ensure required levels of performance for each service. ETC measures such components as network throughput, user response times and line utilization. The company monitors the values of these metrics to determine the overall performance of the network.

ETC 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 latency performance caused by ETC's network. ETC 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 ETC's network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise.

Actual speeds on ETC's network are at 100% of advertised speeds, on average. Latency is typically measured pursuant speed tests on a per-customer basis. ETC's measurements are best approximations by ETC.

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
ETC provides the following Specialized Services to its customers: Voice-over-the-Internet-Protocol (VoIP). ETC separates completely VoIP service traffic from main Internet traffic. Accordingly, broadband customers' Internet experience is not impacted by VoIP service traffic on ETC's network.

VII. Commercial Terms
In addition to this Network Management Policy, patrons may also find links to the following on ETC's website:
- Acceptable Use Policy
- Internet Service Agreement
- Broadband Service Offerings
- Privacy Policy

For questions, complaints or requests for additional information, please contact ETC at:
frankier@ellijay.com.