

PINELAND TELEPHONE COOPERATIVE, INC.

Network Management - Frequently Asked Questions

What is network management?

Network management is the reasonable and nondiscriminatory enforcement of network usage policies and the management of bandwidth use and capacity while maintaining the promotion of the dynamic benefits of an open and accessible Internet.

Why does Pineland manage its network?

Pineland manages its network in order to provide the ultimate broadband Internet service to its customers. Pineland acknowledges that bandwidth and network resources are not infinite and must be reasonably confined. In order to bring you the best possible broadband Internet experience, Pineland manages its network to enable the growth and expansion of its network, as well as to control congestion and delay while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded.

The FCC requires all fixed broadband Internet access providers, such as Pineland, to manage networks with transparency and nondiscrimination.

How does Pineland manage its network?

Pineland has policies in place to ensure that customers are able to access the lawful Internet content of their choice, run the Internet applications of their choice and to promote the continued development of the Internet. Pineland's network management practices are nondiscriminatory, application-neutral, and minimally intrusive. Pineland may use one or more of the following to manage its network:

- a. Customer may purchase an upgrade to a higher bandwidth tier for additional capacity;
- b. Spam filters on e-mail;
- c. Preventing viruses and thwarting denial of service attacks through the use of firewalls on the network.
- d. Enforcement of Pineland's reasonable policies governing its network and broadband services.

Network management policies and practices are a necessity to guard against harmful threats to the network such as network congestion, security attacks, excessive spam, and viruses. Reasonable network management practices ensure that you will have the best possible broadband Internet experience.

Will Pineland's network management impact my online experience?

Pineland uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with Pineland's Terms and Conditions for Service and Broadband Internet Acceptable Use Policies ("AUP"), Customers have agreed to comply with all current bandwidth, data storage, and other limitations on Pineland's Broadband Internet services. Thus, Pineland's tools and practices will generally impact only users that are in violation of Pineland's reasonable network policies provided herein this website and/or at points of sale. Users are also more likely to experience an impact on online experience during peak periods where congestion is prevalent.

Will I be suspended from the network if I use certain applications or devices?

Pineland's reasonable network management tools and practices do not discriminate between applications or lawful devices. They are application- and device-agnostic. Thus, Pineland will not manage its network congestion or security protocols based on applications or lawful devices being used by its customers with Pineland's broadband Internet service. Pineland manages its network in accordance with industry standards based on current network conditions.

When does Pineland use this method?

Pineland uses its reasonable network management practices and policies to manage network congestion and network security.

Does Pineland discriminate against particular types of applications or content?

No. Pineland does not manage its network based on particular protocols online, or activities and applications that a customer uses. Pineland manages its network in accordance with industry standards based on current network conditions.