

RIVIERA TELEPHONE COMPANY, INC.
Broadband Internet Service
Network Management Policy

Riviera Telephone Company, Inc. (“RTC”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about RTC’s other policies and practices are available at www.rivnet.com (“RTC Website”).

RTC utilizes an underlying service provider and works with the provider to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. RTC 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.

RTC manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. But, very few of RTC’s customers are impacted by the protocols and practices that RTC and its underlying provider use to manage the network.

In addition to this Network Management Policy, patrons may also find links to the following on RTC’s website:

- [Frequently Asked Questions](#)
- [Acceptable Use Policy](#)

RTC’s Network Management Practices

RTC and its underlying provider use 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 service is automatically monitored for the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, the re-routing of Internet traffic may be necessary to relieve congestion.

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 RTC’s network.

Customers using conduct that abuses or threatens the RTC network or which violates RTC's Acceptable Use Policy or Internet service Terms and Conditions 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 do not relate to any particular customer's aggregate monthly data usage.

II. Network Security

RTC knows the importance of having the network secure from network threats and annoyances. RTC 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. RTC's service includes spam filters in order to divert spam from an online customer's email inbox while allowing the customer to control which emails are identified as spam.

RTC's service does not block any protocols, content or traffic for purposes of network management except that may be related to 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.

II. Technology

RTC's network management employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network. The network is monitored by the underlying provider as service is delivered via OC-3 to RTC, after which RTC manages the network. RTC is currently planning to expand their service capability by adding an Ethernet link and DNS service and Calix gear that will allow them more direct management of the network.

IV. Monitoring Schedule

RTC's underlying provider employs network management software to conduct periodic monitoring of the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage to the network. Monitoring is performed using automatic checks, with alarm-notification provided to RTC.

V. Network Performance

RTC's underlying provider takes measurements of various components for network performance, analysis of the measurements to determine normal levels, and determination of appropriate threshold values to ensure required levels of performance for its network. The following is a best approximation of RTC's Network Management Performance based on the measured components: in addition to the measurement of the underlying provider, upload and download speeds are measured by RTC during premise visits for customer service trouble reports, including ping tests to determine latency present in the network. Services are not prioritized and customer bandwidth is not limited. RTC does not guarantee upload or download speeds but strives to provide the maximum service subscribed to by the customer.

VI. Specialized Services

RTC does not currently offer any specialized services. Accordingly, customers' broadband experiences will not be impacted.

VII. Commercial Terms

A description of RTC's service offerings and rates may be found on RTC's website at the following link: www.rivnet.com. RTC's Privacy Policy may be found on RTC's website at the following link: www.rivnet.com.

For questions, complaints or requests for additional information, please contact RTC at: 361/296-3232 or 1-877-296-3232.

Date: 11/20/2011