

Riviera Telephone Company, Inc. (RTC)

Network Management - Frequently Asked Questions (FAQs)

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 RTC manage its network?

RTC and its underlying service provider manage the network in order to provide the ultimate broadband Internet service to its customers. RTC 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, RTC enforces network management policies that check for network congestion and delay while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded.

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

How does RTC manage its network?

RTC 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. RTC's network management practices are nondiscriminatory, application-neutral, and minimally intrusive. RTC or its underlying service provider may use one or more of the following to manage its network:

- a. Capping a user's bandwidth capacity with monthly usage thresholds per account;
- b. Charging overage fees for the use of bandwidth over the specified capacity;
- c. Application-agnostic, usage consumption-based prioritization of traffic;
- d. Making additions or upgrades to increase network capacity;
- e. Enforcing its Acceptable Use Policy and Terms and Conditions of service against customers abusing the network;
- f. Using security protocols to ensure authentication of customers;
- g. Monitoring the network to identify congestion, security breaches, malware or damage to the network;

- h. Blocking spam;
- i. Preventing viruses from harming the network; and
- j. Thwarting denial of service attacks

Network management 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 RTC's network management impact my online experience?

RTC uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with RTC's Terms and Conditions for Service and Broadband Internet Acceptable Use Policy ("AUP"), Customers have agreed to comply with all current bandwidth, data storage, and other limitations on RTC's Broadband Internet services. Thus, RTC's tools and practices will generally impact only users that have consumed an excessive amount of bandwidth at any time during a one month period. Users are more likely to experience an impact on online experience during peak periods where congestion is prevalent.

What can I expect if I am in violation of RTC's Terms and Conditions of Service, company policies or service contracts?

In addition to being subject to the specific terms of the Terms and Conditions of Service, or individual company policy or service contract, if you, the customer, are using conduct which abuses or threatens harm to the RTC network at any time, the impact to your online experience may include, but will not necessarily be limited to, any one or all of the following:

- a. notification by RTC that your usage has registered in excess of bandwidth threshold and provision of a reasonable timeframe in which to take corrective action;
- b. removal or blockage of material that violates RTC's Terms and Conditions of Service or company policies or service contracts, including but not limited to, illegal content;
- c. suspension or delay of the delivery of email if deemed excessive;
- d. filtering of Internet transmissions; and
- e. suspension or termination of your Broadband Internet service account.

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

RTC's reasonable network management tools and practices do not discriminate between applications. They are application-agnostic. Thus, RTC will not manage its network congestion

or security protocols based on applications being used by its customers with RTC's broadband Internet service. RTC's and its underlying service provide manage the network based on current network conditions and the amount of bandwidth being used by individual customers.

What should I do if my account is suspended?

If your account is suspended, you should contact RTC and follow RTC's instructions for reinstating service.

When does RTC use this method?

RTC and its underlying service provider uses reasonable network management practices and policies to manage network congestion and network security.

Does RTC discriminate against particular types of applications or content?

No. RTC does not manage its network based on online protocols, activities or applications that a customer uses. Rather, RTC's network management practices focus on the largest bandwidth volumes being used by individual customers.

Date: 11/20/2011