HTC Telephone Cooperative, Inc.

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. Network management includes congestion and security-protocol management. While maintaining its network, Horry Telephone Cooperative, Inc. (HTC) is also promoting the dynamic benefits of an open and accessible Internet. The broadband experience of HTC's customers will generally not be impacted by the industry-standard network management practices used by HTC.

Which parts of the network does HTC manage?

HTC manages only the portion of the network that begins on the outside of the customer's home up to the point where the internet traffic is handed off to the public network. HTC does not control the equipment inside the customer premise such as routers, computers, application software, and inside wire, which can affect the performance of the broadband service. HTC also does not control the operation of specific websites that may slow down data transmission during busy periods or the overall performance of the public internet.

Why does HTC manage its network?

HTC acknowledges that bandwidth and network resources are not infinite and must be reasonably limited. In order to bring its customer the best possible broadband Internet experience, HTC enforces network management policies that limit network congestion and transmission delays while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded. HTC's network management practices are intended to protect the network, and HTC's customers, from network congestion, threats to the network, security attacks, viruses and spam. HTC manages its network in a way that is transparent and nondiscriminatory.

How does HTC manage its network?

HTC has policies in place to ensure that customers are able to access the lawful Internet content of their choice and run their preferred Internet applications. HTC promotes the

continued development of the Internet. HTC's network management practices are nondiscriminatory, application-neutral, and minimally intrusive. HTC may use one or more of the following industry standard procedures to manage its network. This list is not exhaustive.

a. Monitor the network to identify congestion, security breaches, malware or damage to the network
b. Reroute Internet traffic to relieve congestion
c. Complete additions or upgrades to increase network capacity
d. Enforcement of Acceptable Use Policy, Terms and Conditions of Service, and Service Agreements against customers abusing the network
e. Use security protocols to ensure authentication of customers
f. Provide resources to customers for identifying and reporting spam, viruses, firewall issues and phishing schemes
g. Filter spam
h. Prevent viruses from harming the network
i. Thwart Denial of Service (DOS) attacks

Network management practices are necessary to guard against harmful threats to the network such as network congestion, security attacks, excessive spam, and viruses. Reasonable network management practices ensure that HTC Customers have the best possible broadband Internet experience.

Will HTC's network management impact my online experience?

HTC uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with HTC's policies, Terms and Conditions for Service, Broadband Internet Acceptable Use Policy ("AUP"), and the Internet Service Agreement, customers have agreed to comply with all current bandwidth, data storage, and other limitations on HTC's broadband internet services. Thus, HTC's tools and practices will generally impact only users that have violated the terms of HTC's policies, AUP, Terms and Conditions for Service, or the Internet Service Agreement.

What can I expect if I am in violation of HTC's policies, Terms and Conditions of Service, the Broadband Internet AUP or the Internet Service Agreement?

If a customer is in violation of any of the foregoing, the impact to the customer's online service may include, but will not be limited to, any one or all of the following:

a. Notification by HTC that the Customer is in violation of the Company's policies, terms and conditions or agreements

b. Removal or blockage of material that has resulted in the violation including, but not limited to, illegal content
c. Suspension or delay of the delivery of email
d. Filtering of Internet transmissions
e. Suspension or termination of the broadband internet service account

Customers could also experience longer download or upload times or slower web surfing.

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

HTC's reasonable network management tools and practices do not discriminate between applications. Thus, HTC will not manage its network congestion or security protocols based on applications being used by its customers on the HTC broadband Internet service. HTC's network management is based on current network conditions and the aggregate amount of bandwidth being used by customers.

How will I know if my account is suspended because of a violation of HTC's policies, Broadband Internet AUP, Terms and Conditions of Service or Service Agreement?

Generally, a Customer will be sent a notification from HTC that the Customer has committed a violation and would have been given a period of time during which to take corrective action. If, however, such violation persists, the Customer will discover that he/she is unable to access the Internet through HTC's broadband Internet service. The Customer will be unable to surf the web or conduct online activities.

What should I do if my account is suspended?

If an account is suspended, the Customer should contact HTC and follow HTC's instructions for reinstating service.

Does HTC discriminate against particular types of applications or content?

No. HTC does not manage its network based on online protocols, activities or applications that a customer uses. HTC's network management practices focus on current network conditions and the aggregate amount of bandwidth being used by HTC customers.