

Horry Telephone Cooperative, Inc.

Network Management Policy

Horry Telephone Cooperative, Inc. (“HTC” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Additional information about HTC’s other policies and practices concerning broadband service are also available under the HTC Policy Guidelines [http://www.HTCinc.net/HTC Policy Guidelines](http://www.HTCinc.net/HTC_Policy_Guidelines) section of the HTC website. HTC partners with at&t to provide wireless services. Disclosures associated with wireless data services maybe be found on the at&t website www.att.com/broadbandinfo.

HTC manages its network to ensure that all of its customers have access to a safe and secure broadband Internet environment that is fast, reliable and affordable. HTC wants its customers to enjoy all that the Internet has to offer, whether it is social networking, streaming videos and music, or communicating through email and videoconferencing.

HTC’s network management includes performance optimization as well as congestion and security-protocol-management. Such practices are consistent with reasonable network management actions and are intended to improve the overall service performance for customers.

HTC Network Management Practices

HTC 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

HTC constantly (24X7) monitors the connections on its network in the aggregate to determine the network’s utilization rate. HTC engineers its network to meet customers’ traffic requirements. If there is congestion in the network, HTC either reroutes internet traffic to alternate facilities or adds network capacity. In the loop plant serving the customer, HTC may spit/reallocate coaxial nodes or add fiber or bandwidth capacity. HTC may take into consideration real time and non-real time applications in its network management practices to help insure a favorable customer experience. HTC may also increase capacity by adding coax nodes, upgrading a cable modem system to DOCSIS 3, adding transport, adding Internet aggregation routers and adding bandwidth.

On HTC’s network, all customers have online access to all legal services, applications and content. In the unlikely event of network 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 occur.

Customers acting in ways that abuse or threaten the HTC network or violate the Company's Acceptable Use Policy, Internet Service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such actions immediately. A failure to respond to HTC or to cease any such conduct could result in service suspension or termination.

HTC's network and congestion management practices are service application-agnostic, based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. HTC's network management practices do not relate to any particular customer's aggregate monthly data usage. HTC does not prioritize or discriminate against any applications or protocols except for specialized networks.

II. Network Security

HTC understands the importance of securing its network and protecting its customers from network threats and annoyances. The Company promotes the security of its network and customers by providing resources to its customers for identifying and reporting threats such as spam, viruses, firewall issues, and phishing schemes. HTC also deploys 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. For more information please review the HTC Spam Policy {link to policy}

As a normal practice, HTC 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, and deny service attacks to protect network integrity and the security of HTC customers. HTC filters ports to reduce the spread of computer-related viruses and protect personal computers from intruder access. If HTC suspects traffic originated by a customer is virus related, HTC will contact the suspected party. If there is no response from the customer, the customer's service will be suspended until the issue can be resolved.

HTC does not currently engage in any application-specific behaviors on its network, except as maybe listed in the Specialized Service section of this policy.

III. Monitoring Schedule

HTC automatically monitors its network for performance. Alarms or alerts are generated if network performance is degraded. In addition, traffic is analyzed and trended to insure peak performance. HTC adds capacity or reroutes traffic to relieve congestion when identified. HTC uses industry standard software tools to check for abnormal traffic flows, network security breaches, malware, and other elements that may damage the network. If a breach is detected or high volume users are identified, HTC provides notification to the customer by either email

or telephone. If a violation of HTC's policies has occurred and such violation is not remedied by the customer, HTC will suspend or terminate the customer's service.

IV. Network Management Technology

HTC employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including the following:

- network graphing solutions
- latency measurement software
- bandwidth and performance measurement platforms

V. Service Descriptions

HTC offers broadband service over Cable Modem, Digital Subscriber Loops (DSL), and Fiber to the Home (FTTH) facilities. Due to the differences in technology, not all service tiers and bandwidth options are available to every customer. HTC offers data transmissions speeds ranging from 768 Kbps to 25 Mbps, for residential customers and 1.5 Mbps to 40 Mbps for businesses. Not all service tiers are available on all technology types.

Service offerings are detailed in the services section of the website [insert link]. There are no usage charges for broadband services, but dial-up internet service does have usage charges if a customer exceeds a service plan's usage threshold. The terms and conditions for broadband and internet services are posted on the HTC website [link].

All of HTC's broadband services are capable of supporting real time applications except for the 768 Kbps residential offering.

VI. Network Performance

HTC's broadband services are provisioned as "best effort". HTC makes every effort to support advertised speeds and will perform speed tests as needed to troubleshoot and resolve speed and application performance issues that exist on the Company's network. HTC measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets in its network. However, the customer's connection performance is affected by the particular website being accessed, capacity in the public internet beyond the HTC network and the customer's computer, inside wiring, wireless router, and other customer-owned equipment.

Customers can test their actual speeds using the speed test found on the Company's website <http://speedtest.htcnetracer.com> or www.speedtest.net. HTC utilizes available systems and processes that allow the Company to measure the performance of the Horry controlled network against advertised speeds.

VI. Specialized Services

HTC does not provide specialized services at this time.

VII. Device Attachment Rules

HTC provides DSL modems and cable modems as part of its broadband services. Customers may attach any industry standard device beyond the DSL or cable modem. If HTC discovers a customer device is harmful to its network, HTC has the right to request that the customer remove such device.

VIII. Other Notices

In addition to this Network Management Policy, other notices as listed below can be found on the HTC web site.

- Acceptable Use Policy [[Link](#)]
- Internet Service Agreement [[Link](#)]
- Internet Privacy Policy [[Link](#)]
- Spam Policy [[Link](#)]
- Website Legal Disclaimer [[Link](#)]
- Free Webspace Guidelines [[Link](#)]
- Digital Millennium Act of 1998 [[Link](#)]
- Network Management FAQ [[Link](#)]

For questions, complaints or requests for additional information, please contact HTC at <http://www.htcinc.net/contact.cfm>.