

Network Management

Frequently Asked Questions (FAQs)

Planters Communications, LLC (“ Planters Comm”) is the Internet Service Provider (ISP) for the broadband internet access services that it offers.

What is network management?

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

Why does Planters Comm manage its network?

Planters Comm manages its network in order to provide the ultimate broadband Internet service to its customers. **Planters Comm** 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, **Planters Comm** enforces network management policies that limit 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 **Planters Comm**, to manage networks with transparency and nondiscrimination.

How does Planters Comm manage its network?

Planters 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. **Planters** network management practices are nondiscriminatory, application-neutral, and minimally intrusive. **Planters** may use one or more of the following to manage its network:

- a. Making additions or upgrades to increase network capacity;
- b. Enforcing its Acceptable Use Policy and Terms and Conditions of service against customers abusing the network;
- c. Monitoring the network to identify congestion, security breaches, malware or damage to the network;
- d. Blocking spam;

- e. Preventing viruses from harming the network; and
- f. 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 the network management of Planters Comm impact my online experience?

Planters Comm uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with the Terms and Conditions for Service and Broadband Internet Acceptable Use Policy (“AUP”) of **Planters Comm**, Customers have agreed to comply with all current bandwidth and other limitations on **Planters Comm** Broadband Internet services. Thus, the tools and practices of **Planters Comm** will not generally impact users. 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 company 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 **Planters Comm** 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. removal or blockage of material that violates the company’s Terms and Conditions of Service or company policies or service contracts, including but not limited to, illegal content;
- b. filtering of Internet transmissions; and
- c. suspension or termination of your 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?

The reasonable network management tools of **Planters Comm** and practices do not discriminate between applications. They are application-agnostic. Thus, **Planters Comm** will not manage its network congestion or security protocols based on applications being used by its customers with **Planters Comm** broadband Internet service. Network management is 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 **Planters Comm** and follow instructions for reinstating service.

When does Planters use this method?

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

Does Planters Comm discriminate against particular types of applications or content?

No. **Planters Comm** does not manage its network based on online protocols, activities or applications that a customer uses.