PLANTERS BROADBAND COOPERATIVE
Broadband Internet Service
Network Management Policy

Planters Rural Telephone Cooperative dba **Planters Broadband Cooperative** ("**Planters**") provides this Policy in order to disclose its network management practices in accordance with the FCC's Open Internet Rules. Information about other policies and practices of **Planters** are available at the Planters website which is **www.planters.net**.

Planters manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. **Planters** 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.

Planters manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. But, very few of **Planters** customers are impacted by the protocols and practices that **Planters** uses to manage its network.

In addition to this Network Management Policy, patrons may also find links to the following on **Planters** website:

- **Frequently Asked Questions**
- **Acceptable Use Policy**

Planters Network Management Practices

Planters 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

Planters periodically monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, **Planters** will engage in the re-routing of Internet traffic to relieve congestion. In order to reduce instances of congestion, **Planters** adds capacity to its network when utilization levels warrant such action. On our core and access networks, **Planters** may increase capacity by adding FTTH nodes, transport, Internet aggregation routers and bandwidth, as needed.

On the **Planters** 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 when instances of congestion do occur on the network.

Customers whose conduct abuses or threatens the **Planters** network or which violates the Company'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.

The network and congestion management practices of **Planters** are 'application-agnostic', based on current network conditions, and are not implemented on the basis of customers' online activities, protocols or applications. Network management does not relate to any particular customer's aggregate monthly data usage.

II. Network Security

Planters knows the importance of securing its network and customers from network threats and annoyances. **Planters** 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.

As its normal practice, **Planters** 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, or denial of service attacks to protect network integrity and the security of our customers.

Except as may be provided elsewhere herein, **Planters** does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network. **Planters** does currently block certain well-known ports, 139, 445 and 18067 that are commonly exploited on the Internet.

II. Technology

The network management of **Planters** employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network. The company utilizes the Multi Router Traffic Grapher tool.

IV. Monitoring Schedule

Planters uses 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. Routers in the network are polled every 5 minutes. Tool provides a graphical representation of traffic load.

V. Network Performance

Planters 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. **Planters** measures such components as mean upload/download speeds, latency, internal testing, and consumer speed tests to gauge network performance. The Company monitors the values of these components to determine the overall performance of the network. The following is a best approximation of Network Management Performance based on the measured components:

> Planters provides rate limited broadband service via FTTP. Currently, Tier 1 is 25 Mbps/25 Mbps, Tier 2 is 100 Mbps/100 Mbps and Tier 3 is 1Gbps/1Gbps.
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> The speed tests that customers can access via the planters.net web page is only a measurement of actual speed across Company's network. On average, Company strives to maintain latency of less than 10 ms across its network. Broadband services to customers in a specific tier are rate limited and do not allow for burst speeds. Customer must make determination of suitability of service for real time applications. The Company does not measure performance components of/to customers. Results are not collected from the customer initiated speed test that is available via website.

VI. Specialized Services

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

VII. Commercial Terms

A description of **Planters** service offerings and rates, as well as the Privacy Policy, may be found on the **Planters** website at the following link: **www.planters.net**.

For questions, complaints or requests for additional information, please contact **Planters** at: 912-857-4411.