Network Management Policy

Planters Rural Telephone Cooperative dba Planters Broadband Cooperative ("We", "Our", "Us") provides this Network Management Policy ("Policy") in accordance with Federal Communications Commission ("FCC") requirements to disclose certain network management practices, performance characteristics, and commercial terms. Additional information about our broadband policies and practices is available at https://planters.net/agreements-policies/.

Network Practices

We engage in network management practices that are tailored and appropriate for achieving optimization on our network considering the particular network architecture and technology of our broadband Internet access service. Our goal is to ensure that all our customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. We want our customers to experience all the Internet offers, whether it is social networking, streaming videos, listening to music, or communicating through email and videoconferencing.

Network Management Disclosures

Our network practices include congestion- and security-protocol-management. Such protocols and practices generally will not impact our customers' user experience. We use various tools such as the Multi Router Traffic Grapher, and industry-standard techniques to manage our network to ensure fast, secure, and reliable Internet service. We provide the following overview of our network management practices:

1. **Blocking:** We do not block or discriminate against lawful Internet content, applications, services, or non-harmful devices. We conduct only reasonable network management.

2. **Throttling:** We do not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device. We engage in only reasonable network management practices.

3. **Affiliated Prioritization:** We do not favor any Internet traffic over others, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, and we have no plans to do so.

4. **Paid Prioritization:** We do not favor or prioritize any Internet traffic over others, and we do not prioritize Internet websites over others in exchange for any consideration to benefit any content, applications, services, or devices.

Network Management Practices

Our network management practices are intended to ensure that we provide our customers with the best possible Internet access. To achieve this goal, we employ network management techniques such as identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic, and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

We use network management software to periodically monitor the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage. The network's routers are polled every 5 minutes. The tool provides a graphical representation of traffic load

1. Congestion Management

We periodically monitor the connections on our network in aggregate for all types of traffic to determine the utilization rate. If undue congestion occurs on the network, we may take appropriate measures to relieve it. We add capacity to our network when utilization levels warrant such action. On our core and access networks, we may increase capacity by adding Fiber-to-the-Home (FTTH) nodes, transport, Internet aggregation routers, and bandwidth, as needed.

Our network and congestion management practices do not discriminate based on the type of application being used, nor are they based on any particular customer's aggregate monthly data usage. We examine only current network conditions, not our customers' online activities.

Customer conduct that abuses or threatens our network or violates our Acceptable Use Policy, Service Terms and Conditions, or other policies will be asked to stop immediately. If a customer fails to respond or cease such conduct, we may suspend service or terminate the user's account.

We also check for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high-volume users are brought to light by complaint, we provide notification to the customer.

If we take any congestion management actions, the vast majority of our users' Internet activities will be unaffected. Some customers may, however, experience more extended download or upload times or slower surf speeds.

2. Application-Specific Behavior

Except as may be provided elsewhere herein, we do not engage in any application-specific network management activities on our network. Customers may use any lawful application as part of their Internet usage. We do currently block certain well‑known ports, 139, 445, and 18067, that are commonly exploited on the Internet.

3. Device Attachment Rules

We do not employ any device attachment rules for our network. For best results, modems, wireless modems, or other proprietary network gateways used on our broadband network should be provided by us. Customers may, however, attach their own devices to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. Customers are responsible for ensuring that their equipment does not harm our network or impair other customers' service. We are not responsible for the functionality or compatibility of any equipment provided by our customers. Customers

are responsible for securing their own equipment to prevent third parties from unauthorized access to our broadband network and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

4. Network Security

We know the importance of securing our network and customers from network threats and annoyances. We promote the security of our network and our customers by protecting them from threats like spam, viruses, firewall issues, and phishing schemes.

We also deploy spam filters for our email service to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam.

As normal practice, we do not block protocols, content, or traffic for network management, but we may block or limit traffic such as spam, viruses, malware, or denial-of-service attacks to protect network integrity and the security of our customers.

These tools and practices may change from time to time to keep up with changing network technologies and new and innovative ways our customers use the network.

Network Performance

1. Service Descriptions

We provide broadband service via Fiber to the Premises (FTTP). Our service offerings are detailed in the services section of the website. All of our broadband services can support real-time applications.

2. Network Performance

We take measurements of various components for network performance, analysis of the measurements to determine normal levels, and determination of appropriate threshold values to ensure the required levels of performance for our network.

We measure components such as mean upload/download speeds, latency, internal testing, and consumer speed tests to gauge network performance and monitor their values to determine the network's overall performance. However, the download or upload speeds for a particular distant website or other Internet resource are affected by factors beyond our control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and limitations on the customer's computer, inside wiring, wireless router, and other customer equipment. In addition, the customer's inside-premises wiring could affect service performance. Accordingly, customers should consider the capabilities of their own equipment when choosing broadband service. Customers may need to upgrade their computers and other networks in their homes or offices to take full advantage of the chosen broadband plan.

The speed tests that customers can access via http://planters.speedtestcustom.com/ are only a measurement of actual speed across our network. On average, we strive to maintain latency of less than 10 ms across our network. Broadband services to customers in a specific tier are rate-limited and do not allow for burst speeds. Customers must make a determination of the suitability of the service for real-time applications. We do not measure performance components of/to customers. Results are not collected from the customer-initiated speed test that is available via the website.

The following table shows our internal testing results.

Residential Speeds

Advertised Download/Upload Speed (Mbps)	Technology	Typical Median Download/Upload Speed (Mbps)	Typical Median Latency (ms)

3. **Impact of Non-BIAS Data Services**

The FCC defines Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as "Specialized Services") also offered by the provider over the last-mile facilities. At this time, we are not offering any non-BIAS data services. Accordingly, customers' broadband experiences will not be impacted.

Commercial Terms

1. **Pricing**

We offer multiple levels of internet service, all with no monthly data cap. Our pricing for our different service offerings and other terms can be found by calling our office at 912-857-4411 or at [https://planters.net/ilec-2/]. Prices do not include applicable federal, state, or local taxes and regulatory fees. Prices and packages are subject to change.

2. **Privacy Policies**

We value the privacy of our internet service customers. Like most companies, we collect certain information about our customers and use it to provide our services. We collect information when our customers interact with us, when our customers use our internet service, and when our customers visit our website. This information is used to deliver, provide, and repair our services and establish and maintain customer records and billing accounts. We protect the information we have about our customers and require those we share it with to protect it. We do not sell, license, or share information that individually identifies our customers with others without your consent, except as necessary when working with vendors and partners for business purposes and when necessary for them to do work on our behalf. Additional details about our Privacy Policy can be found at https://planters.net/agreements-policies/.

3. Redress Options

We strive to provide excellent customer service and resolve any issues promptly. If you have questions, complaints, or requests for additional information, please contact us at 912-857-4411. We take all such questions and complaints seriously.