

# Farmers Cooperative Telephone Company

## Network Management Policy

Farmers Cooperative Telephone Company (FCTC) commits to the open and non-discriminatory use of the Internet by its customers and commits to using reasonable network management practices to ensure an open Internet. FCTC will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules.

### Transparency

FCTC shall make available public information on its website [www.fctc.coop](http://www.fctc.coop) regarding its network management practices, performance and commercial terms of its service sufficient for consumers to make an informed choice regarding their use of such services.

### Network Security and Congestion Management

FCTC uses generally accepted technical measures to maintain service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability. FCTC uses various tools and industry standard techniques to manage its network and deliver fast, secure and reliable Internet service.

FCTC periodically monitors aggregate traffic usage on its network. If congestion occurs on the network, we will take measures to identify and address the cause, including identifying high volume bandwidth users. When utilization reaches specific levels, FCTC will add capacity to its network to reduce congestion. Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.

Congestion due to malice will be remedied using any technique available. FCTC may seek criminal charges against those who inflict network malice. FCTC may also attempt to recover costs incurred from network malice.

FCTC may use other traffic management and prioritization tools to help ensure equitable access to the FCTC network for all customers. All customers on FCTC's network have access to 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 if instances of congestion do occur.

It is not acceptable to use the FCTC network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment or services, which include but are not limited to:

- Attempting to obtain unauthorized access to any network or account. This includes accessing data not intended for end user customers, logging into a server or account without being expressly authorized to access or probing the security of other networks.
- Attempts to interfere with the Service of others including users, hosts and networks. This includes “denial of service” attacks, “flooding” of networks, deliberate attempts to overload a Service and attempts to “crash” any host.
- Reselling any FCTC Internet Services without FCTC’s written consent.
- Distribution of FCTC Internet Services beyond the scope of your end-user account.
- Equipment, accessory, apparatus, circuit or devices that are harmful to the network, shall not be attached to or connected with FCTC facilities.
- Circumventing copyright laws and regulations, including the unauthorized download of music, video, images, books, software or content and/or other copyright protected works.

FCTC provides Spam filtering with each customer’s email address. Details of this service are listed on FCTC’s website. FCTC will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

### **Blocking**

FCTC shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management; except that FCTC may block or limit such traffic as spam, viruses, malware, or denial of service attacks to protect network integrity and the security of our system.

### **Network Performance**

FCTC makes every effort to support advertised speeds and will dispatch technicians to perform speed tests as needed to troubleshoot and resolve performance issues. FCTC measures latency, availability, and aggregate utilization on our network. Customers’ service performance may also be affected by inside wiring, customer equipment including computers, extenders, wireless routers, as well as underperforming websites being accessed.

### **Discrimination**

FCTC shall not discriminate in transmitting lawful network traffic over a consumer’s broadband Internet access service, subject to reasonable network management practices.

### **Contact Information**

Please visit [www.fctc.coop](http://www.fctc.coop) for information including pricing, fees, and additional. For questions regarding this policy, please contact:

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