

# ATMC

## Network Management Policy

ATMC (“Company”) wants to help keep our customers informed about our Broadband Internet Access Services. In this document we provide information about network practices, performance characteristics, and commercial terms applicable to our Broadband Internet Access Services, consistent with the Federal Communication Commission’s Open Internet Rules. This information should help customers make informed choices about how to use those services, and will assist providers of Internet applications, content and services in developing, marketing and maintaining their Internet offerings. We encourage customers and other users of our network to familiarize themselves with this information, and to provide ATMC with feedback about our Broadband Internet Access Services.

ATMC 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. ATMC 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.

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

### **ATMC’s Network Management Practices**

ATMC 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:

#### **Congestion Management**

ATMC constantly (24 x 7) monitors the connections on its network in the aggregate. ATMC engineers its network to meet customers’ traffic requirements. If congestion emerges on the network, ATMC adds capacity to its network when utilization has reached a level of at least 75%.

On our core and access networks, ATMC may increase capacity by adding FTTH nodes, transport, Internet aggregation routers and bandwidth, as needed.

On ATMC’s network, all customers have online access to all legal services, applications and content. 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 occur.

Customers whose conduct abuses or threatens ATMC’s 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.

ATMC’s network and congestion management practices are ‘application-agnostic’, based on current network conditions, and are not implemented on the basis of customers’ online activities, protocols or applications. ATMC’s network management practices do not relate to any particular customer’s aggregate monthly data usage. ATMC does not prioritize or discriminate against any applications or protocols, but, does provide bandwidth for specialized services separate from general broadband traffic.

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### **Network Security**

ATMC 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 such threats as spam, viruses, firewall issues, and phishing schemes. ATMC 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, ATMC 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 ATMC customers. ATMC may filter ports to reduce the spread of computer-related viruses and protect personal computers from intruder access. If ATMC suspects that traffic originated by a customer is virus related, ATMC 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.

ATMC does not engage in any practice that directly or indirectly favors some traffic over other traffic including through the use of techniques including traffic shaping, prioritization, or resource reservation to benefit an affiliate.

ATMC does not engage in any practice that directly or indirectly favors some traffic over other traffic including through the use of techniques including traffic shaping, prioritization, or resource reservation in exchange for consideration, monetary or otherwise.

ATMC does not currently engage in any content-specific, application-specific, service-specific, user-specific or non-harmful device-specific behaviors on its network, except as may be described in the Specialized Services section of this policy.

### **Monitoring Schedule**

ATMC 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. ATMC adds capacity or reroutes traffic to relieve congestion when identified. ATMC 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, ATMC provides notification to the customer by telephone. If a violation of ATMC's policies has occurred and such violation is not remedied by the customer, ATMC will suspend or terminate the customer's service.

### **Network Management Technology**

ATMC's network management employs a variety of industry-standard tools, applications and devices for monitoring, securing and maintaining its network, including the following:

- Network graphing solutions
- Latency measurement software
- Bandwidth and performance measurement platforms

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### **Network Performance**

ATMC 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. ATMC measures such components as mean upload/download speeds, latency, internal testing, and consumer speed tests to gauge network performance. ATMC monitors the values of these components to determine the overall performance of the network.

ATMC's broadband services are provisioned as "best effort". ATMC 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. ATMC measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. However, customer's service performance may also be affected by one or more of the following: (1) the particular websites being accessed; (2) capacity in the public Internet beyond ATMC's network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise.

Customers can test their actual speeds using the speed test found on the Company's website [www.atmc.com](http://www.atmc.com).

### **Specialized Services**

ATMC provides IPTV, a Specialized Service. IPTV is a real time service that commands optimal bandwidth. ATMC separates the IPTV service from the customer's general broadband traffic. Accordingly, ATMC's IPTV service does not have an impact on other customer's broadband experience.

### **Commercial Terms**

ATMC offers broadband Internet access services 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. A description of ATMC's service offerings and rates may be found on ATMC's website at the following link: [www.atmc.com](http://www.atmc.com).

For questions, complaints or requests for additional information, please contact ATMC at 910-754-4311, or toll-free at 1-888-367-2862.