

CHESNEE COMMUNICATIONS, INC.

NETWORK MANAGEMENT POLICY

Chesnee (“Chesnee” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Additional Information about Chesnee’s other policies and practices concerning broadband service are also available at www.Chesnet.net (“Chesnee Website”) please look for acceptable use policy, FAQ, and privacy policy. For information about the network management practices and performance of the broadband Internet access services we offer through our arrangement with AT&T, please visit att.com/broadbandinfo.

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

Chesnee manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. Such practices are consistent with reasonable network management actions and are intended to improve the overall performance for customers.

Chesnee’s Network Management Practices

Chesnee 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

Chesnee monitors its network daily in real time using software that provides graphs of bandwidth usage and traffic measurement in the aggregate. Chesnee has deployed a non-blocking internet architecture in the majority of its network. Except for the facilities closest to the customer, the network has fully redundant facilities on separate links. Either link is sized to support 100% of the traffic if there is a failure on one link. To maintain this redundancy Chesnee adds capacity to its network when utilization reaches 50% capacity. The facilities closest to the customer are sized to fully meet the customer’s traffic requirements. Chesnee may increase capacity, when needed, by adding FTTH nodes, transport, Internet aggregation routers and bandwidth, as needed.

On Chesnee’s network, all customers have access to all legal services, applications and content online and, in the unlikely 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 on Chesnee's network.

Customers using conduct that abuses or threatens the Chesnee network or which violates the company's Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement 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.

Chesnee'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. Chesnee's network management practices do not relate to any particular customer's aggregate monthly data usage. Chesnee does not prioritize any applications or protocols except for specialized networks and does not honor quality of service indicators from other carriers.

II. Network Security

Chesnee knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by providing resources to its customers for identifying and reporting such threats as spam, viruses, firewall issues, and phishing schemes. Chesnee 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. Spam is quarantined in a separate file that the Customer may access. Email in such file will be automatically deleted if not accessed in 14 days.

As its normal practice, Chesnee 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, Chesnee does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network.

III. Device Attachment Rules/Application Specific Behaviors

Except as may be provided elsewhere herein, Chesnee does not currently engage in any application-specific behaviors nor does it employ device attachment rules for its network. Customers may use any lawful applications or devices with Chesnee.

IV. Monitoring Schedule

Chesnee has software that constantly monitors the network for performance. In addition, traffic is analyzed and trended to insure peak performance. When utilization reaches 50% in the redundant routes Chesnee adds capacity or reroutes traffic to relieve congestion. Chesnee

also uses industry standard software tools to 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, Chesnee provides notification to the customer via email or phone. If a violation of Chesnee's policies has occurred and such violation is not remedied, Chesnee will seek to suspend or terminate that customer's service.

V. Network Management Technology

Chesnee employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network.

VI. Service Descriptions

Chesnee offers broadband service over DSL and cable modem facilities. Any service over 1.5 Mbps is sufficient for real time applications such as video. Customers may find Chesnee's service offerings and rates [here](#).

VII. Network Performance

Chesnee makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance issues that are caused by the Chesnee network. Chesnee also provisions a bit of surplus bandwidth to ensure that advertised speeds are achieved. Chesnee measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets in its network. Actual speeds on Chesnee's network are at 100% of advertised speeds. Latency is measured according to speed tests. However, the customer's performance is also affected by the particular website being accessed, capacity in the public internet beyond the Chesnee network and the customer's computer, inside wiring, wireless router, and other customer equipment.

Chesnee tests each service when installed to demonstrate that the service is capable of supporting the advertised speed. Customers can also test their actual speeds using the speed test found on the company website. Chesnee is in the process of developing additional systems/processes that will allow us to measure performance indicators out to test points at each major network aggregation site on the edge of our last mile network. Once these systems are developed, Chesnee will be able to measure system metrics on a network-wide basis and will disclose the results on its website.

VIII. Specialized Services

Chesnee does not provide any Specialized Services.

IX. Commercial Terms

In addition to this Network Management Policy, patrons may also find links to the following on Chesnee's website:

- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)
- [Internet Service Agreement](#)
- [Broadband Service Offerings and Rates](#)
- [Privacy Policy](#)

For questions, complaints or requests for additional information, please contact Chesnee at:

__Regulatory Manager 864-461-2211_____.