

Wilkes *Telecommunications*

Network Management -Frequently Asked Questions

What is network management?

Network management is the reasonable and nondiscriminatory enforcement of network usage policies and the management of bandwidth use and capacity while maintaining the promotion of the dynamic benefits of an open and accessible Internet.

Why does Wilkes Telecommunications manage its network?

Wilkes Telecommunications manages its network in order to provide the ultimate broadband Internet service to its customers. Wilkes Telecommunications acknowledges that bandwidth and network resources are not infinite and must be reasonably confined. In order to bring you the best possible broadband Internet experience, enforces network management policies that limit network congestion and delay while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded.

The FCC encourages all fixed broadband Internet access providers, such as Wilkes Telecommunications, to manage networks with transparency and nondiscrimination.

How does Wilkes Telecommunications manage its network?

Wilkes Telecommunications has policies in place to ensure that customers are able to access the lawful Internet content of their choice, run the Internet applications of their choice and to promote the continued development of the Internet. Wilkes Telecommunications' network management practices are nondiscriminatory, application-neutral, and minimally intrusive, and may use one or more of the following to manage its network:

- a. Capping a user's bandwidth capacity with monthly usage thresholds per account;
- b. Charging overage fees for the use of bandwidth over the specified capacity;
- c. Application-agnostic, usage consumption-based prioritization of traffic;
- d. Blocking spam;
- e. Preventing viruses from harming the network; and
- f. Thwarting denial of service attacks

Network management practices are a necessity to guard against harmful threats to the network such as network congestion, security attacks, excessive spam, and viruses. Reasonable network management practices ensure that you will have the best possible broadband Internet experience.

Will Wilkes Telecommunications' network management impact my online experience?

Wilkes Telecommunications uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with Wilkes Telecommunications' Terms and Conditions for Service and Broadband Internet Acceptable Use Policies ("AUP"), Customers have agreed to comply with all current bandwidth, data storage, and other limitations on 's Broadband Internet services. Thus, Wilkes Telecommunications' tools and practices will generally impact only users that have consumed an excessive amount of bandwidth at any time during a one month period. Users are more likely to experience an impact on online experience during peak periods where congestion is prevalent.

What is excessive use of the network?

Wilkes Telecommunications currently does not have a monthly data consumption threshold per Broadband Internet account.

What can I expect if I am using an excessive amount of bandwidth?

If, in the future, Wilkes Telecommunications implements a bandwidth threshold, the impact to the customer's online experience may include, but will not necessarily be limited to, any one or all of the following:

- a. notification by the that you are in excess of the monthly bandwidth threshold and given a reasonable timeframe in which to take corrective action;
- b. removal or blockage of material that violates 's AUP, including but not limited to, illegal content;
- c. suspension or delay of the delivery of email if deemed excessive;
- d. filtering of Internet transmissions; and
- e. suspension or termination of your Broadband Internet service account;

Customers could also experience longer download or upload times or a slower web experience.

Will I be suspended from the network if I use certain applications?

Wilkes Telecommunications' reasonable network management tools and practices do not discriminate between applications. They are application-agnostic. Thus, Wilkes Telecommunications will not manage its network congestion or security protocols based on applications being used by its customers with Wilkes Telecommunications broadband Internet service. Wilkes Telecommunications' network management is based on current network conditions and the amount of bandwidth being used by individual customers.

How will I know if my account is suspended because of excessive use?

Generally, you will have received a notification from Wilkes Telecommunications that you have exceeded the monthly bandwidth threshold and would have been given a period of time during which to take corrective action. If, however, your excessive use persists, you are in violation of Wilkes Telecommunications' AUP and your account is suspended, you will discover that you are unable to access the Internet through Wilkes Telecommunications' Broadband Internet service. You will be unable to surf the web or conduct online activities.

What should I do if my account is suspended?

If your account is suspended, you should contact Wilkes Telecommunications and follow Wilkes Telecommunications' instructions for reinstating service.

When does Wilkes Telecommunications use this method?

Wilkes Telecommunications uses its reasonable network management practices and policies to manage network congestion and network security.

Does Wilkes Telecommunications discriminate against particular types of applications or content?

No. does not manage its network based on online protocols, activities or applications that a customer uses. Rather, Wilkes Telecommunications' network management practices focus on the largest bandwidth volumes being used by individual customers.