Wilkes Communications

Broadband Internet Service Network Management Policy

Wilkes Communications provides this detailed information about its Network Management Policy. Information about Wilkes Communications' other policies and practices are available on its website at www.wilkes.net.

Wilkes Communications manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Wilkes Communications wants its customers to indulge in all that the Internet has to offer, whether it be social networking, streaming videos and music, to communicating through email and videoconferencing.

Wilkes Communications manages its network for a number of reasons including optimizing its network, managing network congestion and managing security protocols. Very few of Wilkes Communications' customers are impacted by the protocols and practices that Wilkes Communications uses to manage its network.

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

• Frequently Asked Questions
• Acceptable Use Policy

Wilkes Communications ' broadband Internet network is a shared network, which means that our customers share upstream and downstream bandwidth with their neighbors. Because of this, demand on the network rises and falls and is in constant fluctuation. Thus, when a relatively small number of customers using Wilkes Communications' network are using a disproportionate amount of network bandwidth at any given time, this may contribute to network congestion that degrades other customers' broadband Internet experience. Wilkes Communications' network management practices aim to minimize the occurrence of this network congestion by ensuring that each customer has access to a fair share of that bandwidth.

Wilkes Communications' Network Management Practices

Wilkes Communications' network management practice works as follows:

[I. Congestion]
Any time an area of the network nears a state of congestion, Wilkes Communications will take measures to ensure that all customers have a fair share of access to the network. Such measures will include:
• identifying customer accounts that are using the greatest volumes of network bandwidth; and
• assigning temporary sub-priority statuses to such Internet traffic until the network congestion is relieved.

Customers will still have access to all legal services, applications and content online. Most Internet activities will be unaffected. But managed customers with sub-priority status could experience such things as minor delays to downloading or uploading files or slower web surfing. Wilkes Communications' network congestion management is 'application-agnostic', based on periods of high bandwidth usage, and is not implemented on the basis of customers' online activities, protocols or applications. Please note that Wilkes Communications' application of this network management practice is related to specific periods of high volume bandwidth usage and does not relate to any particular customer's aggregate monthly data usage.

[II. Technology]
Wilkes Communications uses multiple hardware and software-based tools to monitor the network health and uses those tools to make adjustments to the network and mitigate network congestion.

[III. Monitoring Schedule]
Wilkes Communications monitors network activity and congestion on a 24/7 basis. Wilkes Communications also analyzes network reports for congestion and makes adjustments as needed to improve health of the network.