

Network Management Policy

Georgia Public Web, Inc. (GPW) provides this Policy document in order to disclose its network management policies in accordance with Federal Communications Commission (FCC) adopted rules for Open Internet Rules.

GPW manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. GPW wants its customers to enjoy their Internet experience, whether it is social networking, streaming videos and music, or communicating through email and video conferencing.

GPW operates its network using reasonable network management policies designed for network optimization, appropriate congestion management, and security protocol management. Such policies are consistent with industry-standard network management practices and are intended to benefit the overall performance for all customers.

GPW's Network Management Practices

GPW employs a variety of policies, 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

GPW actively monitors the connections on its network in the aggregate to determine the rate of utilization. GPW manages its local network and its backbone network to provide the most economical service with the highest quality.

In general, GPW's backbone network utilizes redundant paths on separate links. If either link fails, traffic is routed to the other link. GPW forecasts growth and strives to add capacity to the backbone network before utilization on either link has reaches full capacity. GPW engineers the local facilities to fully meet the customer's traffic requirements. Capacity on these links is also increased when congestion is found through monitoring, customer input, or demand forecasting.

On GPW's network, all customers have access to all legal services, applications and content online. During network impacting events (i.e. fiber cuts, hardware failures, etc.) customer traffic may route to a redundant link, which traverses a longer physical path than the primary link. This scenario will leave most Internet activities unaffected. However, some customers may experience longer download or upload times, or slower Internet access speeds until the network impacting event is resolved.

Customers exhibiting conduct that abuses or threatens the GPW network or which violates the company's Acceptable Use Policy or Terms and Conditions will be asked to cease any such use immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

GPW'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. GPW's network management practices do not relate to any individual customer's aggregate monthly data usage. GPW does not prioritize or discriminate against any applications or protocols.

II. Network Security

GPW understands the importance of securing its network and customers from network threats and annoyances. As its normal practice, GPW does not block any protocols, content or traffic for purposes of network management except that the company may block or limit certain traffic such as spam, viruses, malware or denial of service (DDoS) attacks to protect network integrity and the security of our customers. GPW does filter ports to reduce the spread of computer-related viruses and to protect customers from intruder attacks. If GPW suspects traffic originated by its customers is virus related, GPW will contact the suspected party. If there is no response, the customer's service will be suspended until the issue can be resolved.

GPW does not currently engage in any application-specific behaviors in managing its network.

III. Monitoring Schedule

GPW actively monitors the network for performance and regularly utilizes performance reports to manage the network. In the backbone network, alarms or alerts are generated if the performance is degraded. In addition, traffic is analyzed and trended to insure optimal performance. GPW may add capacity or reroute traffic to relieve congestion when warranted. GPW 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, GPW provides notification to the customer via email or phone. If a violation of GPW's policies has occurred and such violation is not remedied, GPW will seek to suspend or terminate that customer's service.

IV. Network Management Technology

GPW employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including the following:

- Network monitoring and graphing solutions
- Industry standard test equipment to test throughput, latency, jitter, and similar network performance measures.
- Bandwidth and performance measurement platforms

V. Service Descriptions

GPW offers broadband service over owned and leased transport facilities. GPW offers speeds ranging from 1.0 Mbps to 100 Gbps for its carrier, enterprise, government and similar

customers. Service offerings are detailed under the “Our Services” navigation tab on the website. All of GPW’s broadband services are capable of supporting real-time applications.

VI. Network Performance

GPW broadband services are offered as a best-effort performance. GPW makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform performance troubleshooting and resolution where warranted and are deemed to be caused by GPW’s network. GPW measures availability, latency and aggregate utilization on the network, and strives to meet internal service level targets in its network. However, the customer’s performance is also affected by the particular website being accessed, capacity in the public Internet beyond the GPW network, and the customer’s computer, inside wiring, wireless router and other customer premise equipment (CPE).

VII. Device Attachment Rules

GPW may provide network equipment part of the broadband service. Customer may attach any industry-standard device beyond point of demarcation, however, such devices must support PPPoE. If GPW discovers a customer device is harmful to its network, GPW reserves the right to request that the customer remove such device(s).