

## **Focus Broadband Network Management Policy**

Focus Broadband (“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 Focus Broadband with feedback about our Broadband Internet Access Services.

Focus Broadband 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. Focus Broadband wants its customers to enjoy all that the Internet has to offer, whether it is social networking, streaming video and music, or communicating through email and videoconferencing.

Focus Broadband’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.

### **Focus Broadband’s Network Management Practices**

Focus Broadband 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**

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

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

On Focus Broadband’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 Focus Broadband’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.

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Focus Broadband’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. Focus Broadband’s network management practices do not relate to any particular customer’s aggregate monthly data usage. Focus Broadband does not prioritize or discriminate against any applications or protocols, but does provide bandwidth for specialized services separate from general broadband traffic.

### **Network Security**

Focus Broadband 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. Focus Broadband 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, Focus Broadband 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 Focus Broadband customers. Focus Broadband may filter ports to reduce the spread of computer-related viruses and protect personal computers from intruder access. If Focus Broadband suspects that traffic originated by a customer is virus related, Focus Broadband 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.

Focus Broadband 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.

Focus Broadband 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.

Focus Broadband 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.

### **Network Management Technology**

Focus Broadband’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**

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

Focus Broadband's broadband services are provisioned as "best effort". Focus Broadband 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. Focus Broadband 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 Focus Broadband'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.focusbroadband.com](http://www.focusbroadband.com).

### **Specialized Services**

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

### **Commercial Terms**

Focus Broadband 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 Focus Broadband's service offerings and rates may be found on Focus Broadband's website at the following link: [www.focusbroadband.com](http://www.focusbroadband.com).

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