

Big Bend Telephone, Inc.
Broadband Internet Service
Network Management Policy

Big Bend Telephone Company (“Big Bend Telephone” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about Big Bend Telephone’s other policies and practices are available at www.bigbend.net (“Big Bend Telephone Website”).

Big Bend Telephone manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. The company 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.

Big Bend Telephone manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. But, very few of Big Bend Telephone’s customers are impacted by the protocols and practices that the company uses to manage its network.

In addition to this Network Management Policy, patrons may also find links to the following on Big Bend Telephone’s website:

- [Frequently Asked Questions](#)
- [Acceptable Use Policy](#)

Big Bend Telephone’s Network Management Practices

Big Bend Telephone 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

Big Bend Telephone periodically monitors the connections on its network in the aggregate to determine the rate of utilization. The Company does not experience congestion. On our core and access networks, the Company is able to increase capacity as needed.

On Big Bend Telephone’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 due to factors not related to the company network.

Customers using conduct that abuses or threatens the company 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.

Big Bend Telephone'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. Related to the company's satellite service offering, voice traffic is identified and prioritized to preserve the quality of the voice telephony, however, no data services are identified or acted upon. Big Bend Telephone's network management do not relate to any particular customer's aggregate monthly data usage.

II. Network Security

Big Bend Telephone 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. Big Bend Telephone 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, Big Bend Telephone 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, Big Bend Telephone does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network. The company does currently block certain well-known ports that are commonly exploited on the Internet. Traffic monitoring software is used that automatically discovers active IPs and software ports, subnets, and network interfaces in the IT infrastructure. Virus protection is provided by Google. The company utilizes proprietary modems which provide similar safeguards throughout the extreme distances in its network.

Technology

Big Bend Telephone's network management employs a variety of industry-standard tools, applications and devices in order to monitor, secure and maintain its network, including proprietary software tools for monitoring aggregate traffic usage, for deep packet inspection and distributed denial of service attacks.

IV. Monitoring Schedule

Big Bend Telephone uses network management software to conduct periodic monitoring of the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage to the network. This includes global and individual views of endpoints, applications and interfaces in both live and historical reports as well as instant notification of events via live visual interface, email, and system traps.

V. Network Performance

Big Bend Telephone 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. The company measures such components as upload/download speeds, latency, internal testing, and consumer speed tests to gauge network performance. The company monitors the values of these components to determine the overall performance of the network. The following is a best approximation of Big Bend Telephone's Network Management Performance based on the measured components:

Big Bend Telephone periodically tests for speed available to customers (Speedtest.bigbend.net) and also tests during individual troubleshooting for customers. The Company does not guarantee speed as conditions may impact actual speeds, such as performance of a customer's computer, the connection between a customer's computer and modem, the distance that packets travel in roundtrip time, and high usage or controlled traffic such as gating at the website or destination. While the Company operates its network with best practices for speed, the time delay between two points of transmission, known as "latency", can be affected by the quality of the networks used in transmission, therefore the Company does not provide a single figure defining latency as part of the user experience.

VI. Specialized Services

Big Bend Telephone does not currently offer any specialized services. Accordingly, customers' broadband experiences will not be impacted.

VII. Commercial Terms

A description of Big Bend Telephone's service offerings and rates may be found on Big Bend Telephone's website at the following link: www.bigbend.net/broadband/internet-service-plans/. Big Bend Telephone's Privacy Policy may be found on Big Bend Telephone's website at the following link: www.bigbend.net/broadband/internet-service-plans/.

For questions, complaints or requests for additional information, please contact Big Bend Telephone at 800-592-4781.