

NORTHEAST IOWA TELEPHONE COMPANY

NETWORK MANAGEMENT POLICY

Northeast Iowa Telephone Company (“NEIT” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about NEIT’s other policies and practices concerning broadband are available at www.neitel.com (“NEIT Website”).

NEIT manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. NEIT 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.

NEIT manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. NEIT’s customers generally will not be impacted by the protocols and practices that NEIT uses to manage its network.

NEIT’s Network Management Practices

NEIT 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

NEIT periodically monitors aggregate traffic usage on its network. If congestion emerges on the network, NEIT will take measures to identify and address the cause, including identifying high volume bandwidth users. In order to reduce instances of congestion, NEIT adds capacity to its network when utilization has reached a specific level.

On NEIT’s network, all customers have access to all legal services, applications and content online and, 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 do occur on NEIT’s network.

Customers using conduct that abuses or threatens the NEIT network or which violates the company’s Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement 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.

NEIT'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. NEIT's network management practices do not relate to any particular customer's aggregate monthly data usage.

II. Network Security

NEIT 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. NEIT also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email. Spam files are automatically deleted if not accessed within 35 days.

As its normal practice, NEIT 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.

III. Monitoring Schedule

NEIT periodically checks the traffic usage in the aggregate on its network. NEIT also checks 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, NEIT provides notification to the customer via email or phone. If a violation of NEIT's policies has occurred and such violation is not remedied, NEIT will seek to suspend or terminate that customer's service.

IV. Network Management Technology

NEIT employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network.

V. Service Descriptions

NEIT offers broadband Internet services over fiber, ADSL2+, VDSL, as well as fixed wireless Internet. Customers can find information on NEIT's service offerings and rates [here](#) for wireline broadband and [here](#) for fixed wireless broadband. NEIT customers may also purchase mobile broadband service through its affiliate, iWireless. Customers of the mobile broadband service may find the Network Management Policy for the mobile broadband service on the [iWireless website](#).

VI. Network Performance

NEIT makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to troubleshoot and resolve speed and application performance caused by NEIT's network. NEIT 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 NEIT's network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise.

NEIT is in the process of developing additional systems that will allow us to measure these indicators out to test points at each major network aggregation site on the edge of our last mile network. Once these systems are developed, NEIT will be able to measure system metrics on a network-wide basis and will disclose the results on its website.

VII. Specialized Services

NEIT provides Internet-Protocol-Television (IPTV) services, a Specialized Service, to end users. Internet bandwidth available is contingent upon the number of IPTV video streams active at the customer premise. Accordingly, IPTV service could affect last-mile capacity on a per subscriber basis.

VIII. Commercial Terms

In addition to this Network Management Policy, patrons may also find links to the following on the NEIT Website:

- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)
- [High Speed Internet Terms and Conditions](#)
- [Broadband Service Offerings and Rates](#)
- [Privacy Policy](#)

For questions, complaints or requests for additional information, please contact NEIT at:

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