

# SATCO

## NETWORK MANAGEMENT POLICIES

### I. Commitment

*Satco*<sup>1</sup> is committed to providing broadband access service based on network management policies that protect and empower our broadband access customers, and maximize the benefits of the Internet experience for all customers.

### II. General Policies

A. Satco will provide connections and transport services to the public Internet to customers and will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010) and in compliance with any future Internet policies or rules adopted by the FCC.

B. To ensure Open Access to the Broadband Internet, Satco will not unjustly or unreasonably:

- Block, interfere with or degrade an end user's ability to access, use, send, post, receive, or offer lawful content (including fair use), applications, or services of the user's choice;
- Block, interfere with or degrade an end user's ability to connect and use the end user's choice of legal devices that do not harm the network;
- Prevent or interfere with competition among network, application, service or content providers;
- Engage in discrimination against any lawful Internet content, application, service or service provider with respect to network management practices, network performance characteristics, or commercial terms and conditions;
- Give preference to affiliated content, applications, or services with respect to network management practices, network performance characteristics, or commercial terms and conditions;

C. Applicable Laws

- Satco complies with the Online Copyright Infringement Liability Limitations Act, a portion of the Digital Millennium Copyright Act that allows Internet service providers to remove or disconnect customer access to copyright infringing material;
- Satco complies with all other applicable laws and regulations, including the Children's Online Privacy Protection Act.

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<sup>1</sup> *Satco* refers to \_\_\_\_\_ and all its affiliates collectively throughout this Policy.

#### D. Network Security and Congestion Management Policies

For the safety and privacy of our access customers and with respect for all customers, Satco:

- Follows standard best efforts for Internet delivery with respect to allocation of capacity without differentiation among applications, providers, or sources; uses generally accepted technical measures such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability to provide acceptable service levels to all customers.
- Reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical measures.

### **III. Pricing and Terms and Conditions of Service**

A \$95.00 installation fee is waived if a one-year contract is signed. If the service is disconnected before the end of the 12 months, a \$95.00 charged will be added.

**Redress Options:** Customers may contact the business office with problems. Outage over 24 hours that is the fault of South Arkansas Telephone Company equipment will be given a credit on the next month billing. No credit will be issued if the outage is due to customer equipment

**Private Policy:** South Arkansas Telephone Company's network management practices do not entail inspection of network traffic, and South Arkansas Telephone Company does not store traffic information, provide traffic information to third parties or use traffic information for non-network management purposes.

Satco cannot provision this DSL service to customers who operate or intend to operate "servers" for the purpose of providing gaming sites, etc. Satco reserves the right to re-provision customers to lower speeds at any time if customer usage significantly impedes overall network bandwidth in any way. Satco can only provide this DSL service to customers who receive Satco telephone service. A telephone line is required for all DSL service accounts. Standard telephone charges shall be applicable to all Internet accounts. DSL speeds may vary and cannot be guaranteed continuously. Customer must have NIC cards installed on their PC's to be compatible with DSL. Satco can direct customers to business/individuals capable of performing NIC card installation but does no warranty or represent the quality of workmanship of these businesses/individuals in any way. NIC cards should not be installed until Satco has notified that their line has been pre-qualified for DSL. All applications must be pre-qualified before service can be connected. Such qualifications may include a visit to the customer premise. In the event that a customer resides in a location that cannot be provided DSL service, no charges will be applied for pre-qualification. Customer understands that Satco uses a DSL modem with provision of this service. This modem must be returned by the customer of the service is disconnected for any reason. In the event that such modem is not returned within thirty (30) days from the disconnect date, customer will be charged \$100.00 salvage fee for the value of the modem. There is no inherent danger of being hacked with DSL service. Satco is not responsible for the consequences of such hacking. Customer should take precautions to prevent such hacking.

#### **IV. Performance Characteristics**

Please click on the following website link(s) for a general description of Satco's service, including the service technology, expected and actual access speed and latency, and the suitability of the service for real-time applications:

#### **Contact Us: Questions, Comments, Concerns**

If you have any questions about Satco's Network Management Policies, you may contact us by calling our business office at 1-866-798-2201; or by writing to us at Satco, P.O. Box 778, Hampton, AR 71744; or come by our business offices at 1<sup>st</sup> and Main Street in Hampton or email us at [help@sat-co.net](mailto:help@sat-co.net)

Last Updated \_\_\_\_\_