

## **Vision Communications Network Management Policy**

Vision Communications (“Vision”) is committed to ensuring the open and non-discriminatory use of the Internet by its customers and uses reasonable network management practices to ensure its customers receive the best possible service. We do this by using the following techniques, which are consistent with industry standards:

### **Congestion Management**

Vision manages its network in such a way that no customer, service or application consumes excessive bandwidth, and thereby impedes upon the use and enjoyment of its service by other customers. Vision monitors customer usage (but not content) to ensure Internet traffic is flowing evenly throughout its system and to timely redirect traffic if needed when congestion does occur.

For instance, Vision uses techniques that identifies spam and prevents its delivery to customers’ email accounts and that detect malicious Internet traffic, in order to prevent the distribution of viruses or other malicious codes or content. These techniques are minimally intrusive and likely won’t be noticed by our customers, except through a potentially longer amount of time to upload or download files or a slower web-surfing speed.

Any congestion that interferes with customers’ use and enjoyment of Vision’s Internet service will be addressed quickly in order to minimize any impact, however slight, on the normal use and functioning of our system.

### **Application-Specific Behavior**

From time to time, certain areas of Vision’s network may become congested. When that happens, Vision identifies which customer accounts are using the greatest amounts of bandwidth and temporarily manages their Internet traffic until the network is no longer congested. Customers will still be able to do anything they want to online, and many activities will be unaffected; however, some customers could experience things such as upload/download times, slower Web surfing, and some slight delays when playing online games. This technique does not manage congestion based on specific online activities, protocols or applications, but rather, only focuses on the heaviest users in real time. Consequently, the times during which Vision manages its network are sporadic and often of very short duration – leaving it virtually unnoticeable to customers.

### **Device Attachment Rules**

Vision allows its DSL and cable broadband customers to purchase or rent a modem that is to be used for connecting to the Internet. Any other broadband modems

must be approved by Vision prior to being connected to our network and must pass CableLabs certification, UL certification, and FCC certification, as appropriate.

### **Security**

Vision utilizes a number of techniques to prevent spam and to minimize possible damage to our network or users' computers caused by viruses, malware, or other malicious codes. Vision limits the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Vision's servers in order to protect them against Denial of Service (DoS) attacks. Vision also blocks a limited number of ports and/or hosts that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

### **Service Description/Pricing**

For a list of Internet services offered by Vision, both residential and commercial, including the speeds available and current pricing, please see our website at <http://www.viscom.net/highspeed.php>. Vision has engineered its network to allow customers to receive the speed to which they subscribe. However, Vision cannot guarantee that customers will receive that speed every time they access the Internet and for the duration of the time they are on the Internet. Many factors can influence a user's Internet speed, including traffic congestion, distance the Internet packets need to travel, the modem used to connect to the Internet and whether the Internet connection is via a router or a wireless device. Vision does its best to make modems available to customers that maximize Internet speed and to manage congestion on its network, in accordance with the terms described herein. Beyond those practices, however, Vision has no control over the many factors that can impact Internet speed.

There are numerous websites available for testing your Internet speed. If you would like our assistance in locating such websites, please contact Customer Service at the phone number or web address provided at the end of this Policy. However, please know that these "speed tests" are only able to test limited aspects of any Internet connection and can therefore only be used as a guide, not an absolute test of performance.

### **Privacy**

We respect your privacy and, as a result, do not collect any personal information other than what is necessary to provide you with service or respond to any questions or concerns you may have expressed to us about our service. Our complete Privacy Policy may be viewed at <http://www.viscom.net/policies.php>.

### **Blocking/End User Control**

Vision does not block lawful content, applications, services, or non-harmful devices unless necessary for network management and in accordance with the policies set forth herein.

## **Changes to the Network Management Policy**

The Internet is highly dynamic, causing it to be constantly changing and evolving. Accordingly, in order to ensure our customers receive the best possible Internet service, Vision must adapt its network management tools to keep up with the changes. We will update our Network Management Policy as needed to keep up with changes to the Internet and will post any changes to our policy at this location.

If you have any questions about our Network Management Policy that are not answered herein, please contact Customer Service at (985) 693-0123 or by completing a Customer Service Contact Form at this address: <http://www.viscom.net/contactus.php>.

Effective Date: November 15, 2011