

## **CC COMMUNICATIONS**

### **NETWORK MANAGEMENT PRACTICES**

The following information pertains to CC Communications mass market retail broadband - Internet access services. The following information regards network management practices that CC Communications may employ and performance characteristics of our Internet services. The information provided below is intended for current and prospective Customers to our services. Third party establishments (such as coffee shops, airports, hotels, libraries, etc.) may adopt additional management practices in connection with their provision of Internet service to others.

The information provided below may be revised from time to time as CC Communications deems appropriate and should be read in conjunction with our acceptable use policy.

#### **NETWORK MANAGEMENT**

CC Communications utilizes as necessary a variety of reasonable network management practices, consistent with industry standards, to provide all of its Customers with a superior internet service. These practices are undertaken without regard to the source, destination, content, application, or service, being utilized by the Customer. Our practices are designed to protect Customers from activities that can unreasonably burden our network or compromise security, such as torrenting, doxing, etc..

In the event that Customer activity is adversely affecting other Customers' service, CC Communications has available the following tools and practices (without limitation and as may be adjusted over time):

**Blocked Content** CC Communications may intentionally block certain content from being accessed across the network. Content that may be blocked includes, downloading or torrenting of illegal (child pornography) or copyrighted content, distribution of viruses or malicious code. When detected, such downloads may be restricted and access to the service may be discontinued.

**Throttling:** CC Communications does not intentionally slow network speeds to certain content or content providers. Certain locations may have speed restricted due to high volume of access on the

**Paid prioritization:** CC Communications does not utilize paid prioritization.

CC Communications reserves the right both to modify these as well as to employ other reasonable network management practices in its discretion and in accordance with law as may be necessary and effective to enable the optimum operation of its network to deliver its services.

#### **Network and End-User Security**

CC Communications reserves the right to protect the integrity of its network and resources by any lawful means it deems appropriate. CC Communications takes steps to protect the security of its network and its Customers which may include e-mail virus scanning, denying e-mail from certain domains, spam detection techniques and putting limits on the number of emails sent/received in a given amount of time.

In order to further protect our Customers, CC Communications may block or limit sources that are commonly used to send spam (see above), launch malicious attacks, or steal a user's information. CC Communications may enforce limits on the number of login, Simple Mail Transfer Protocol (SMTP), Domain Name System (DNS), and Dynamic Host Configuration Protocol (DHCP) transactions per second that Customers can send to CC Communications' servers. In addition, in order to protect CC Communications' network and our Customers against Denial of Service (DoS) attacks, CC Communications may block or limit protocols commonly used for these attacks, such as Chargen, Quote of the Day (QOTD), Simple Service Delivery Protocol (SSDP), Simple Network Management Protocol (SNMP) and Network Time Protocol (NTP). CC Communications also makes available certain security tools for use by our Customers.

### **Complaints**

If you have any questions or concerns regarding your CC Communications Internet service, you may contact customer service by calling 1-888-676-7655. The FCC has established procedures for addressing informal and formal complaints regarding broadband service. For information, you can contact the FCC by phone at 1-888-225-5322, online at [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov) or online at [www.fcc.gov/guides/getting-broadband](http://www.fcc.gov/guides/getting-broadband).