MID CENTURY COMMUNICATIONS
Network Management Policy

Mid Century Communications ("MCC" or "Company") provides this Policy in order to disclose its network management practices in accordance with the FCC's Open Internet Rules. Information about MCC's other policies and practices concerning broadband are available at www.midcentury.com/corporate-legal-regulatory/.

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

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

MCC's Network Management Practices

MCC 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

MCC monitors the connections on its network in the aggregate on a daily basis to determine the rate of utilization. If congestion emerges on the network, MCC will take the appropriate measures to relieve congestion.

On MCC'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 MCC's network.

Customers using conduct that abuses or threatens the MCC 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.

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

II. Network Security

MCC 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 protections from such threats as spam, viruses, firewall issues, and phishing schemes. MCC 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, MCC 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. Device Attachment Rules/Application Specific Behaviors

For best results, DSL modems, wireless modems, or other proprietary network gateways used on the MCC broadband network should be provided by MCC. Customers may attach devices of their choosing to their modems, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. However, customers are responsible for ensuring that their equipment does not harm MCC's network or impair the service of other customers. MCC is not responsible for the functionality or compatibility of any equipment provided by its customers. Customers are responsible for securing their own equipment to prevent unauthorized access to MCC's broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

IV. Monitoring Schedule

MCC monitors its network on a daily basis to determine utilization on its network. MCC 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, MCC provides notification to the customer via email or phone. If a violation of MCC's policies has occurred and such violation is not remedied, MCC will seek to suspend or terminate that customer's service.

V. Network Management Technology

MCC employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including the following:

-software to monitor SNMP network devices;
    -electronic alert notifications;
    -spam and virus protection on inbound & outbound email

VI. Service Descriptions

Pricing and additional service information may be found at
https://midcentury.com/residential-ala-carte/
https://midcentury.com/residential-pricing/

VII. Network Performance

MCC 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 MCC' network. MCC measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets.

However, the bandwidth speed at which a particular distant website or other Internet resources may be downloaded, or the speed at which customer information may be uploaded to a distant website or Internet location is affected by factors beyond MCC' control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on the customer's own computer equipment, including a wireless router. In addition, customer's service performance may be affected by the inside wiring at customer's premise. Accordingly, the customer must consider the capabilities of their own equipment when choosing a MCC broadband service. The customer computers and/or wireless or other networks in their own homes or offices may need an upgrade in order to take full advantage of the chosen MCC broadband plan.

MCC tests each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may also test their actual speeds using the internal speed test located on MCC' website at www.midcentury.com and may request assistance by calling our business office at 309.778.8611 or by email at info@midcentury.com.

VIII. Impact of Non-BIAS Data Services

The FCC has defined Non-Bias Data Services to include services offered by broadband providers that share capacity with the Broadband Internet Access Service (BIAS) also offered by the provider over the last-mile facilities. These services include Voice over Internet Protocol (VoIP) and Internet Protocol (IP) video services.

MCC offers IP video service to end-users. As of August 2014, this non-BIAS data service has not adversely affected the last-mile capacity available for the Company's broadband Internet access services, or the performance of such services. Customer should note that significantly heavier

use of non-BIAS services (particularly IP video services) may impact the available capacity for and/or the performance of its broadband Internet access services. The Company will monitor this situation, and appreciates feedback from its customers.

IX. Commercial Terms

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

- Acceptable Use Policy
- Residential Internet Terms & Conditions
- Broadband Service Offerings and Rates
- Privacy Policy

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

Business Office at **309.778.8611**
Email at info@midcentury.com