PUBLIC SERVICE COMMUNICATIONS
Broadband Internet Service
Network Management Policy

Public Service Communications ("**Public Service**" or "Company") is the parent company for Public Service Telephone, Flint Cable Television, Public Service Data d/b/a PSTEL.Net and PSData Wireless, each offering broadband internet services, and provides this Policy in order to disclose its network management practices in accordance with the FCC's Open Internet Rules. Information about **Public Service**'s other policies and practices are available at one of the following websites; www.pstel.com ("**Public Service** Website"), www.pstel.net, www.psdatawireless.com or www.flintcatv.com.

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

Public Service manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. But, very few of **Public Service**'s customers are impacted by the protocols and practices that **Public Service** uses to manage its network.

In addition to this Network Management Policy, patrons may also find links to the following on **Public Service'**s website:

- **Frequently Asked Questions**
- **Acceptable Use Policy**

Public Service's Network Management Practices

Public Service 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

Public Service periodically monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, **Public Service** will engage in the re-routing of Internet traffic to relieve congestion. In order to reduce instances of congestion, **Public Service** adds capacity to its network when utilization has reached a level of at least 80%. On our core and access networks, **Public Service** may increase capacity by adding FTTH nodes, transport, Internet aggregation routers and bandwidth, as needed.

On **Public Service**'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 when instances of congestion do occur on **Public Service**'s network.

Customers whose conduct abuses or threatens **Public Service's** network or which violates the Company's Acceptable Use Policy or Internet service Terms and Conditions 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.

Public Service'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. **Public Service**'s network management does not relate to any particular customer's aggregate monthly data usage.

II. Network Security

Public Service 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. **Public Service** also deploys spam filters in order to divert spam from an online customer's email inbox while allowing the customer to control which emails are identified as spam.

As its normal practice, **Public Service** 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.

Except as may be provided elsewhere herein, **Public Service** does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network.

III. Technology

Public Service's network management employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network.

IV. Monitoring Schedule

Public Service uses network management software to conduct periodic monitoring of the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage to the network. Public Service monitors the network on a daily basis and receives weekly reports on the status of the network.

V. Network Performance

Public Service takes measurements of various components for network performance, analysis of the measurements to determine normal levels, and determination of appropriate threshold values to ensure required levels of performance for its network. **Public Service** measures such components as mean upload/download speeds, latency, internal testing, and consumer speed tests to gauge network performance. The Company monitors the values of these components to determine the overall performance of the network. The following is a best approximation of **Public Service**'s Network Management Performance based on the measured components:

Public Service 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 **Public Service**'s network. **Public Service** 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 **Public Service**'s network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise.

Public Service is in the process of adding additional links to their website to provide customers access to speed test that will allow them to measure their actual broadband speeds

VI. Specialized Services

Company does not currently offer any specialized services. Accordingly, customers' broadband experiences will not be impacted.

VII. Commercial Terms

A description of **Public Service**'s service offerings and rates may be found on **Public Service'**s website at the following link: www.pstel.com. Public Service's Privacy Policy may be found on **Public Service'**s website at the following link: www.pstel.com.

For questions, complaints or requests for additional information, please contact the **Public Service** business office at (478) 847-4111.