

Big Sandy Broadband Network Management Practices

Big Sandy Broadband is committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression. We do not block any lawful content, applications, services, or your use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. The purpose of this disclosure is to make available easy-to-understand information about our services to enable you to make informed choices about which services best meet your needs, in accordance with Part 8 of the rules of the Federal Communications Commission.

Big Sandy Broadband employs reasonable network management practices, as described below, to help accomplish the following:

- Provide customers access to any legal web content they choose
- Minimize network congestion, which can be detrimental to customers' online activities
- Encourage customer compliance with our **Acceptable Use Policy**
- Help protect our customers from harm caused by illegal and malicious traffic

At Big Sandy Broadband, we are aware of ever-evolving networking technologies and practices. We are also attentive to changes in our customers' internet habits and needs. As such, we routinely research and test new, better, and more efficient ways of delivering our services. If any such networking or practical changes are implemented, the following will be updated.

- **Congestion management** - We frequently invest in additional fiber nodes, bandwidth and networking equipment to make available greater downstream and upstream system capacity.
- **Application-specific behavior** - On our network, we block specific ports known as a source of injurious activity, to enhance network security and performance. For security purposes, we do not publish these blocked port numbers.
- **Security practices** - We have an experienced, dedicated team monitoring our system 24 hours a day to intercept attacks on our network.
- **Device attachment rules** - While we prefer our customers use DOCSIS 3.0 modems, we do still support DOCSIS 2.0 devices. Non – DOCSIS devices, devices with cloned MAC addresses, or devices capable of broadcasting large amounts of data are not permitted to connect to our network. Customers purchasing our residential services are not permitted to use their service for commercial purposes (running servers, web hosting, file sharing, etc.). Please review our **Acceptable Use Policy** for further information.
- **Blocking** - Big Sandy Broadband does not use any practice that blocks, or otherwise prevents users, access to lawful content, applications, service, or non-harmful devices.
- **Throttling** - We currently do not, in any way, throttle our service speeds.
- **Prioritization** - We do not prioritize any internet traffic for financial gain, or otherwise, except that we do prioritize our telephone service voice traffic as to provide the best quality phone service possible.
- **Privacy** – View our Privacy Policy here. (Needs link)
- **Terms of Service** – View our **Subscription Agreement** [here](#).

A full list of our [Business](#) and [Residential](#) internet packages is available on our website. These services are described as offering “up to” certain speeds. While we engineer our network to achieve the speeds for each of the service tiers we offer, we cannot guarantee that customers will always experience those speeds. The “actual” speed a customer experiences at any particular time may vary based on a number of factors and conditions, many of which are outside of our control. These conditions include, but are not limited to: performance of customer’s Internet-connected devices; the connection between a customer’s computer or other device and modem; the distance packets travel (round trip); any congestion or high usage levels at the website or destination; any gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which a visitor can download from their site; the suitability of the cable modem; and the capacity limitations of the networks involved. Actual speed and latency may vary depending upon these and other factors. We generally expect that absent the factors described above, customers can expect to receive speeds that are 98-100% of the advertised maximum download and upload speeds, with latency of approximately 11 milliseconds or below.

For questions about any of this information, or anything not covered here, please email us at: info@bigsandybb.com.