



West River Cooperative Telephone Company, Inc.

Network Management Policy

West River Cooperative Telephone Company commits to the open and non-discriminatory use of the Internet by its customers and commits to use reasonable network management practices to ensure an open Internet. West River Cooperative Telephone Company will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010 in 25 FCC Rcd 17905) and in compliance with any future rules adopted by the FCC.

Transparency

West River Cooperative Telephone Company shall make available public information on its website (<http://www.sdplains.com>) regarding its network management practices, performance and commercial terms of its service sufficient for consumers to make an informed choice regarding their use of such services.

West River Cooperative Telephone Company will not unjustly or unreasonably prevent or interfere with competition among Content, Applications, Service, or Device Providers.

Network Security and Congestion Management

West River Cooperative Telephone Company uses generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, as well as measures to address service attacks, illegal content and other harmful activities to protect network integrity and reliability.

West River Cooperative Telephone Company reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical measures. West River Cooperative Telephone Company sets speed thresholds that a customer can upload and download.

West River Cooperative Telephone Company monitors its connection to the internet to efficiently manage the performance of the network to ensure a sustainable quality broadband service is provided. Peak network usage is between 4 pm and 11 pm Monday – Friday and 10 am – 11 pm Saturday and Sunday.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.

Congestion due to malice will be remedied using any technique available, including protocol-aware filtering and rate-limiting, to control and limit the offending source. West River Cooperative Telephone Company may seek criminal charges against those who inflict network malice. West River Cooperative Telephone Company may also attempt to recover costs incurred from network malice.

It is not acceptable to use the West River Cooperative Telephone Company network for any purpose that violates local, state or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment or services, which include but are not limited to:

- Attempting to obtain unauthorized access to any network or account. This includes accessing data not intended for end user customers, logging into a server or account without being expressly authorized to access or probing the security of other networks.
- Attempts to interfere with the Service of others including users, hosts and networks. This includes “denial of service” attacks, “flooding” of networks, deliberate attempts to overload a Service and attempts to “crash” any host.
- Reselling any West River Cooperative Telephone Company Internet Services, without West River Cooperative Telephone Company’s written consent.
- Distribution of West River Cooperative Telephone Company Internet Services beyond the scope of your end-user account.
- Equipment, accessory, apparatus, circuit or devices that are harmful to the network, shall not be attached to or connected with West River Cooperative Telephone Company facilities.
- Circumventing copyright laws and regulation, including the unauthorized download of music, video, images, books, software or content and/or other copyright protected works.

West River Cooperative Telephone Company provides Spam filtering with each customer’s email address. Details of this service are listed on West River Cooperative Telephone Company’s website. West River Cooperative Telephone Company will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

Blocking

West River Cooperative Telephone Company shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management.

Discrimination

West River Cooperative Telephone Company shall not unreasonably discriminate in transmitting lawful network traffic over a consumer’s broadband Internet access service, subject to reasonable network management practices.

Digital Millennium Copyright Act (DMCA) Policy

When West River Cooperative Telephone Company receives a notice from a copyright holder or its authorized representative regarding an alleged violation of law by someone using an IP address identified as belonging to West River Cooperative Telephone Company, the following actions will be initiated:

1. West River Cooperative Telephone Company personnel will review the address to determine whether the address is in use by West River Cooperative Telephone Company or by one of its owners or affiliates. If the address has been assigned to an entity other than West River Cooperative Telephone Company the DMCA notice will be forwarded to that entity for review and any action or response.
2. If the address is assigned and used by West River Cooperative Telephone Company or one of its customers, West River Cooperative Telephone Company personnel will attempt to identify the user. If the offender cannot be identified, the West River Cooperative Telephone Agent for West River Cooperative Telephone Company’s internet site will be notified so they can respond accordingly to the

copyright holder or its agent. If the offender is identified, West River Cooperative Telephone Company will take the following actions:

- a. If the offender is an employee, the responsible supervisor will be notified and appropriate disciplinary action may be warranted. A copy of the violation will be filed by HR in the employee's personnel file.
- b. If the offender is a customer, the customer will be notified by telephone and email of the offense. If it is a first time offense, the customer will be notified and advised that an alleged violation of copyright law has been received and that any further violations could affect the customer's access to the internet. Notification of a second offense will result in the same action. A third offense may result in notice that internet service will be restricted for ninety (90) days to limit the ability to violate the law. A fourth offense may result in the termination of internet service, unless instructed otherwise by federal law or copyright holder.

Commercial Pricing

Please click on the following website link for pricing information including monthly prices, usage-based fees, and fees for early termination or additional network services: www.sdplains.com

Contact Information

If you have any questions regarding this policy, please contact West River Cooperative Telephone Company customer service at: (605) 244-5213.