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NETWORK MANAGEMENT FREQUENTLY ASKED QUESTIONS (FAQs)

What is network management?

Network management is the reasonable and nondiscriminatory enforcement of network usage policies and the management of bandwidth use and capacity. Network management includes congestion- and security-protocol-management. While maintaining its network, WRCTC is also promoting the dynamic benefits of an open and accessible Internet.   So, the broadband experience of WRCTC's customers will generally not be impacted by the industry-standard network management techniques used by WRCTC**.**

Which parts of the network does WRCTC manage?

WRCTC manages only the portion of the network that begins on the outside of the customer's home up to the point where the internet traffic is handed off to the public network. WRCTC does not control the equipment inside the customer premise such as routers, computers, application software, and inside wire, which can affect the performance of the broadband service. WRCTC also does not control the operation of specific websites that may slow down during busy periods or the overall performance of the public internet.

Why does WRCTC manage its network?

WRCTC manages its network in order to provide the ultimate broadband Internet service to its customers.   WRCTC acknowledges that bandwidth and network resources are not infinite and must be reasonably confined. In order to bring you the best possible broadband Internet experience, WRCTC enforces network management policies that limit network congestion and delay while ensuring that all Internet content is treated equally and is not unlawfully blocked or degraded. WRCTC's network management practices are intended to protect the network, and WRCTC' customers, from network congestion, threats to the network, security attacks, viruses and spam. WRCTC manages its network in a way that is transparent and nondiscriminatory.

How does WRCTC manage its network?

 WRCTC has policies in place to ensure that customers are able to access the lawful Internet content of their choice, run the Internet applications of their choice and to promote the continued development of the Internet. WRCTC's network management practices are

nondiscriminatory, application-neutral, and minimally intrusive. WRCTC will use one or more of the following industry standard techniques to manage its network. This list is not exhaustive:

    a. Monitoring the network to identify congestion, security breaches, malware, or damage to the network;
    b. Rerouting Internet traffic to relieve congestion;
    c. Port Filtering;
    d. Additions or upgrades to increase network capacity;
    e. Enforcement of Acceptable Use Policy, Customer Agreement, or Digital Millennium Copyright Act (DMCA) Policy against customers abusing the network;
    f. Using security protocols to ensure authentication of customers;
    g. Providing resources to customer's for identifying and reporting spam, viruses, firewall issues, and phishing schemes;
    h. Filtering spam;
    i. Preventing viruses from harming the network; and
    j. Thwarting denial of service attacks

Network management practices are a necessity to guard against harmful threats to the network such as network congestion, security attacks, excessive spam, and viruses. Reasonable network management practices ensure that you will have the best possible broadband Internet experience.

Will WRCTC' network management impact my online experience?

WRCTC uses reasonable network management tools and practices that are minimally intrusive to its customers and are consistent with industry standards. In accordance with WRCTC's policies, Acceptable Use Policy ("AUP"), Digital Millennium Copyright Act (DMCA) Policy, and the Customer Agreement, customers have agreed to comply with all current bandwidth, and other limitations on WRCTC' Broadband Internet services. Thus, WRCTC's tools and practices will generally impact only users that have violated the terms of WRCTC' AUP or DMCA policy. Users are also more likely to experience an impact on online experience during peak periods where congestion is prevalent.

What can I expect if I am in violation of WRCTC's policies, Terms and Conditions of Service, the Acceptable Use Policy (AUP), Digital Millennium Copyright Act (DMCA) Policy, or Customer Agreement?

If you, the customer, are in violation of any of the foregoing, the impact to your online experience will include, but will not necessarily be limited to, any one or all of the following:

    a. notification by WRCTC that you are in violation of the company's policies, terms and conditions or agreement and given a reasonable timeframe in which to take corrective action;
    b. removal or blockage of material that has resulted in the violation including, but not limited to, illegal content;
    c. suspension or delay of the delivery of email if deemed excessive;

d. suspension or termination of your Broadband Internet service account;

Customers could also experience longer download or upload times or slower web surfing.

Will I be suspended from the network if I use certain applications?

Unless noted otherwise in WRCTC's Network Transparency Statement, WRCTC does not discriminate between applications. WRCTC's network management practices are primarily application-agnostic. Thus, WRCTC generally will not manage its network congestion or security protocols based on applications being used by its customers on the WRCTC's broadband Internet service. WRCTC's network management is based on current network conditions and the aggregate amount of bandwidth being used by customers.

How will I know if my account is suspended because of a violation of WRCTC's policies, AUP, DMCA, or Customer Agreement?

Generally, you will have received a notification from WRCTC that you have committed a violation and would have been given a period of time during which to take corrective action. If, however, your violation persists, you will discover that you are unable to access the Internet through WRCTC's Broadband Internet service. You will be unable to surf the web or conduct online activities.

What should I do if my account is suspended?

If your account is suspended, you should contact WRCTC and follow WRCTC's instructions for reinstating service.