

# HOPI TELECOMMUNICATION, INC.

## NETWORK MANAGEMENT POLICY

Hopi Telecommunications, Inc. (HTI) provides this Policy in order to disclose its network management practices in accordance with the FCC's Open Internet Rules. Information about HTI's other policies and practices concerning broadband are available at [www.hopitelecom.com](http://www.hopitelecom.com) ("HTI Website").

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

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

### **HTI's Network Management Practices**

HTI 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**

HTI 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, HTI will take the appropriate measures to relieve congestion.

On HTI'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 HTI's network.

Customers using conduct that abuses or threatens the HTI 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.

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

## **II. Network Security**

HTI 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. HTI 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 14 days.

As its normal practice, HTI 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**

Except as may be provided elsewhere herein, HTI does not currently engage in any application-specific behaviors nor does it employ device attachment rules for its network. Customers may use any lawful applications or devices with HTI.

## **IV. Monitoring Schedule**

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

## **V. Network Management Technology**

HTI employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network.

## **VI. Service Descriptions**

HTI offers broadband service over ADSL2+ facilities. You may find more information on HTI's service offerings and rates [here](#).

## **VII. Network Performance**

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

HTI tests each service for actual and expected access speeds at the time of DSL installation to demonstrate that the service is capable of supporting the advertised speed. Customers can also test their actual speeds and may request assistance by calling our business office at 928.738.HOPI (4674) or by email at [info@hopitelecom.com](mailto:info@hopitelecom.com). HTI is in the process of developing additional systems that will allow us to measure these indicators out to test points at each major network aggregation site on the edge of our last mile network. Once these systems are developed, HTI will be able to measure system metrics on a network-wide basis and will disclose the results on its website.

### **VIII. Specialized Services**

HTI does not provide any Specialized Services at this time.

### **IX. Commercial Terms**

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

- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)
- [Internet Service Agreement](#)
- [Broadband Service Offerings and Rates](#)
- [Privacy Policy](#)

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

Business Office at 928.738.HOPI (4674)

Email at [info@hopitelecom.com](mailto:info@hopitelecom.com)