Home TELECOM

Network Management Policy

Home Telephone Company and Berkeley Cable Television [both] dba Home Telecom ("Home" or "Company") provides this Policy in order to disclose its network management practices in accordance with the FCC's Open Internet Rules. Additional Information about Home's other policies and practices concerning broadband service are also available under the Legal Notice **[http://www.homesc.com/legal-notices/]** section of the website. Home resells ATT wireless service. Disclosures associated with wireless service maybe found on the ATT website **[http://www.att.com].**

Home manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. Home wants its customers to indulge in all the Internet has to offer, whether it is social networking, streaming videos and music, **or** communicating through email and videoconferencing.

Home manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. Such practices are consistent with reasonable network management actions and are intended to improve the overall performance for customers.

Home's Network Management Practices

Home 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**

Home periodically monitors the connections on its network in the aggregate to determine the rate of utilization. Home has deployed a non-blocking internet architecture in the majority of its network. Except of the facilities closest to the customer, the network has redundant facilities on separate links. If either link fails traffic is routed to the other link. Home adds capacity to its network when utilization on either link has reaches 80% capacity. The facilities closest to the customer are sized to fully meet the customer's traffic requirements. Capacity on these links are also increased when traffic reaches 80% of capacity. Home may increase capacity by adding FTTH nodes, transport, Internet aggregation routers and bandwidth, as needed.

On Home's network, all customers have access to all legal services, applications and content online and, in the unlikely event of congestion, most Internet activities will be unaffected.

Updated
May 30, 2012

Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if instances of congestion occur on Home's network.

Customers using conduct that abuses or threatens the Home 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.

Home'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. Home's network management practices do not relate to any particular customer's aggregate monthly data usage. Home does not prioritize or discriminate against any applications or protocols except for specialized networks and does not honor quality of service indicators from other carriers.

II. Network Security

Home 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. Home 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. Spam is quarantined in a separate file that the Customer may access. Email in such file will be automatically deleted if not accessed in 30 days.

As its normal practice, Home 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. Home does filter ports to reduce the spread of computer-related viruses and protecting your computer from intruder access. If Home suspects traffic originated by its customers is virus related, Home will contact the suspected party. IF there is no response, the customer's service will be suspended until the issue can be resolved.

Home does not currently engage in any application-specific behaviors in its network, except as maybe listed in the Specialized Service section of this policy.

III. Monitoring Schedule

Home has software that monitors the network for performance and provides performance results at minimum every five minutes. Alarms or alerts are generated if the performance is degraded. In addition, traffic is analyzed and trended to insure peak performance. When utilization reaches 80% in the redundant routes Home adds capacity or reroutes traffic to relieve congestion. Home also uses industry standard software tools to check for abnormal

Updated
May 30, 2012

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, Home provides notification to the customer via email or phone. If a violation of Home's policies has occurred and such violation is not remedied, Home will seek to suspend or terminate that customer's service.

IV. Network Management Technology

Home employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including the following:
    -network graphing solutions;
    -latency measurement software; and
    -bandwidth and performance measurement platforms;

V. Service Descriptions

Home offers broadband service over Cable Modem, ADSL, FTTH facilities and leased transport. Home offers cable modem and FTTH speeds ranging from 6 M to 50 M, ADSL speeds from 1M to 10 M. Service offerings are detailed in the services section of the website. All of Home's broadband service is capable of supporting real time applications. Home's dial-up data service is not suitable for real time applications.

VI. Network Performance

Home broadband services are best effort performance. Home 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 issues that are caused by Home's network. Home measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets in its network. However, the customer's performance is also affected by the particular website being accessed, capacity in the public internet beyond the Home network and the customer's computer, inside wiring, wireless router, and other customer equipment.

Customers can test their actual speeds using the speed test found on the company website or by going to http://speedtest.homesc.com.

In addition, the following chart shows the testing results from Home's internal test.

	Advertised Download Speed		Actual Average Download Speed		Percentage of Advertised Speeds	Latency (ms)
Res-Lite	768	KB	800.40	KB	104%	79
Res-Basic	1	MB	1.02	MB	102%	69

Updated
May 30, 2012

					Percentage of Advertised Speeds	Latency (ms)
Res-Essential	3	MB	2.86	MB	95%	69
Res-Premium	6	MB	5.64	MB	94%	67
Res-Extreme	10	MB	8.29	MB	83%	54.6
Bus-Essential	1	MB	1.03	MB	103%	69.4
Bus-Premium	3	MB	2.84	MB	95%	68.2
Bus-Extreme	5	MB	4.72	MB	94%	71.6
Bus-Ultimate	10	MB	9.36	MB	94%	53
	Advertised Download Speed		Actual Average Download Speed		Percentage of Advertised Speeds	Latency (ms)
Res-Lite	768	KB	858.60	KB	112%	22
Res-Basic	3	MB	2.82	MB	94%	25
Res-Essential	6	MB	5.62	MB	94%	24
Res-Premium	10	MB	9.36	MB	94%	24
Res-Extreme	15	MB	14.02	MB	93%	27
Res-Ultimate	25	MB	23.35	MB	93%	25
Res-Supreme	50	MB	46.69	MB	93%	25
Bus-Essential	5	MB	4.68	MB	94%	24
Bus-Premium	10	MB	9.36	MB	94%	25
Bus-Extreme	25	MB	23.35	MB	93%	25
Bus-Ultimate	50	MB	46.70	MB	93%	25
			Fiber to the Home			
	Advertised Download Speed		Actual Average Download Speed		Percentage of Advertised Speeds	Latency (ms)
Res-Lite	768	KB	738	KB	96%	13
Res-Basic	3	MB	2.83	MB	94%	8
Res-Essential	6	MB	5.66	MB	94%	7
Res-Premium	10	MB	9.43	MB	94%	7
Res-Extreme	15	MB	14.15	MB	94%	5
Res-Ultimate	25	MB	23.58	MB	94%	5

Updated
May 30, 2012

Res-Supreme	50	MB	45.71	MB	91%	6
Bus-Basic	N/A	MB	N/A	MB		
Bus-Essential	5	MB	4.71	MB	94%	8
Bus-Premium	10	MB	9.02	MB	90%	6
Bus-Extreme	25	MB	23.38	MB	94%	7
Bus-Ultimate	50	MB	46.75	MB	93%	6

VI. Specialized Services

Home provides Voice-over-the-Internet-Protocol (VoIP) services to end users using virtual private network architecture. This service, also known as a Specialized Service, is separated from the company's best effort Internet services on the network. Since Specialized Service traffic has dedicated bandwidth that is separated from best effort broadband Internet traffic, our broadband customers will experience no impact on broadband services resulting from Specialized Service traffic.

VII. Device Attachment Rules

Home does not employ any device attachment rules for its network for its wireline broadband service, except as may be provided elsewhere herein,

VIII. Other Notices

In addition to this Network Management Policy, patrons may also find other notices under the Legal Notice section of the website. http://www.homesc.com/legal-notices/

For questions, complaints or requests for additional information, please contact Home at 843-761-9166.

Updated
May 30, 2012