

# Round Top Wifi Broadband Internet Service Network Management Policy

Round Top Wifi (“Round Top Wifi” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about Round Top Wifi’s other policies and practices are available at [www.roundtopwifi.com](http://www.roundtopwifi.com) (“Round Top Wifi Website”).

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

Round Top Wifi manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. But, very few of Round Top Wifi’s customers are impacted by the protocols and practices that Round Top Wifi uses to manage its network.

In addition to this Network Management Policy, patrons may also find links to the following on Round Top Wifi’s website:

- [Frequently Asked Questions](#) ▪ [Acceptable Use Policy](#)

## Round Top Wifi’s Network Management Practices

Round Top Wifi 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

Round Top Wifi periodically monitors the connections on its network in the aggregate to determine the rate of utilization. If congestion emerges on the network, Round Top Wifi will engage in the re-routing of Internet traffic to relieve congestion. In order to prepare for and reduce instances of congestion, Round Top Wifi may add capacity to its network when needed. On our core and access networks, the company may increase capacity by adding fiber to the nodes, transport, Internet aggregation routers and bandwidth, as needed. The company is able to manage congestion, if it occurs, with monitoring techniques that include identifying high volume users by specific thresholds to the minute.

On Round Top Wifi’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 within Round Top Wifi's network.

Customers using conduct that abuses or threatens the company's network or which violates the company's Acceptable Use Policy or Internet service Terms and Conditions 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.

Round Top Wifi'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. Round Top Wifi's network management do not relate to any particular customer's aggregate monthly data usage.

## **II. Network Security**

Round Top Wifi 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. Round Top Wifi also deploys spam filters in order to divert spam from an online customer's email inbox.

As its normal practice, Round Top Wifi 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.

Except as may be provided elsewhere herein, Round Top Wifi does not currently engage in any application-specific behaviors nor does it employ any device attachment rules for its network. Round Top Wifi supplies the modems used by customers on its network. Round Top Wifi does currently block certain well-known ports that are commonly exploited on the Internet. In addition, the company offers customer access to software, such as Red Condor, for e-mail filtering. The company allows only authorized company personnel and law enforcement entities, with a properly executed subpoena, to inspect network traffic.

## **II. Technology**

Round Top Wifi's network management employs a variety of industry-standard tools, applications and devices to monitor, to secure and maintain its network. Cacti and Red Condor software is used for traffic flow monitoring, e-mail protection from viruses and spam as well as ID security triggers.

#### **IV. Monitoring Schedule**

Round Top Wifi uses network management software to conduct routine monitoring of the network in order to detect abnormal traffic flows, congestion, network security breaches, malware, loss, and damage to the network. Time thresholds can be monitored to the minute.

#### **V. Network Performance**

Round Top Wifi takes measurements of various components for network performance, analysis of the measurements to determine normal levels, and determination of appropriate threshold values to ensure required levels of performance for its network. The company monitors the values of these components to determine the overall performance of the network. The following is a best approximation of the company's Network Management Performance based on the measured components: For its ADSL and wireless services, the company measures actual speeds tested against advertised speeds. Performance measurements are ongoing. A speed test is available when responding to customer inquiry or trouble report. The company plans to increase speed and capacity of the network through shortening of local loops and deploying fiber to the node to further enhance network performance.

#### **VI. Specialized Services**

The company does not currently offer any specialized services. Accordingly, customers' broadband experiences will not be impacted.

#### **VII. Commercial Terms**

A description of Round Top Wifi's service offerings and rates may be found on Round Top Wifi's website at the following link: [www.roundTopwifi.com](http://www.roundTopwifi.com). The company's Privacy Policy may be found on Round Top Wifi's website at the following link: [www.roundTopwifi.com](http://www.roundTopwifi.com).

For questions, complaints or requests for additional information, please contact Round Top Wifi at: (979) 378-0123.