

## **Network Management Policy**

Buzz Broadband is committed to providing our customers with the best online experience possible. Buzz Broadband uses reasonable network management practices consistent with industry standards and uses minimally invasive tools and technologies. Just as the Internet continues to evolve, so too, will our network management policies. Should Buzz Broadband not apply reasonable network management practices, our customers could be subject to the negative effects of, among other risks, security attacks, viruses, and spam, resulting in possible degradation of services. You may also access our most current Acceptable Use Policy (AUP) at ([www.buzzbroadband.com](http://www.buzzbroadband.com)).

### **Network Overview**

Buzz Broadband operates a state-of-the-art broadband network whereby fiber optic cable is brought past each home and business. Buzz Broadband builds a fiber drop from the street to connect to any home or business that purchases services and where access is granted. It should be noted that not all residential apartment buildings and multi-tenant office buildings allow access. The broadband network enables us to bring the benefits of the extraordinary bandwidth carrying capacity of fiber optics to each of Buzz Broadband's customers.

### **Questions, Answers & Information Regarding Our Network Practices**

The FCC requires us to provide descriptions of our Network Management Practices to include Application-Specific Behavior Practices, Device Attachment Rules, Security Practices, Performance Characteristics, Privacy Policies, and Customer Redress Options.

#### **Congestion Management:**

Given the current bandwidth capacity, no congestion management practice is required nor is a practice being employed today other than network monitoring. Buzz Broadband reserves the right to employ congestion management practices in the future.

#### **Application-Specific Behavior:**

Does Buzz Broadband block or rate-control specific protocols?

- Buzz Broadband blocks certain traffic to protect Buzz Broadband customers from malicious applications such as spam, viruses, bots, hackers, and other malicious activities. Buzz Broadband blocks traffic network sources that are known by the industry to spread malware and from applications that are known to propagate these malicious activities.
- If Buzz Broadband did not block and/or control these types of activities, Buzz Broadband high speed Internet customers' computers could become infected with all manner of viruses and other malware that could in-turn affect other networks through the Internet.

- Buzz Broadband does not block any other kinds of traffic. Buzz Broadband subscribes to the philosophy of complete network neutrality, and we treat traffic to and from all customers the same.

Does Buzz Broadband modify protocol fields in ways not prescribed by protocol standard?

- Buzz Broadband does not modify protocol fields not prescribed by protocol standards.

Does Buzz Broadband inhibit or favor certain applications or classes of applications?

- Buzz Broadband does not inhibit or favor applications or classes of application over its High-Speed Internet/broadband data network. All traffic is treated in a “protocol-agnostic” manner, which means management is not based on the applications and is also content neutral.

### **Device Attachment Rules:**

Does Buzz Broadband restrict the types of devices that it allows to connect to the network?

- Buzz Broadband does not allow customers to connect switches or hubs directly to the IP port. A customer is limited to one (1) MAC address per service port.

If there are restrictions, is there an approval procedure for devices connecting to the network?

- For any questions regarding the types of devices allowed or required, customers should contact (Buzz Broadband at 833-399-BUZZ). While there are no formal approval procedures to get a specific device approved for connection to the network, all devices must be UL certified and carry the FCC Part 64 certification.

### **Security:**

What are the practices used to ensure end-user security or security of the network?

- Buzz Broadband uses the following practices to ensure end-user security and network security:
  - Buzz Broadband employs DHCP Option 82 –This is a protocol that attaches an identifier for all traffic on the network that tells the network what part of the network the traffic originated on and the portion of the network the traffic is trying to reach. This protocol helps Buzz Broadband understand the flow of network traffic to best engineer the network and troubleshoot it.
- Buzz Broadband utilizes these protocols and practices to protect and secure Buzz Broadband customer data as well as to protect the Buzz Broadband’s network for the benefit of all customers. These protocols allow Buzz Broadband to comply with federal CALEA and other Law Enforcement requirements.

What conditions trigger a security mechanism to be invoked?

- As the Internet evolves, so do malware and other types of security exploits. Buzz Broadband’s security tools and techniques are evolving to meet the security challenges of a 21<sup>st</sup> century world.

- Buzz Broadband monitors the network many times per second, and a trigger would be finding any instance of unwanted network intrusion on the network. Buzz Broadband would react immediately to such an intrusion and would refer to Law Enforcement Agencies as needed.

### **Performance Characteristics:**

#### Service Description:

A general description of the service offered, including Service Technology, Expected and Actual Speeds, Expected and Actual Latency, Suitability of the Service for Real-time Applications follows:

- Service Technology
  - Buzz Broadband uses a FTTH access system to deliver broadband services to customers. The FTTH system standard is called GPON (Gigabit Passive Optical Network). Up to thirty-two (32) customers share one fiber in neighborhoods; this shared fiber is called a PON. The GPON system delivers 2,400 Megabits per second to the subscribers on a PON and 1,200 Mbps from the subscribers on a PON.
  - In the Buzz Broadband FTTH network, there are no electronics between the substation and the customer. No electronics means that there are fewer failure points in the network and superior service quality for our customers.
- Expected and Actual Speeds
  - Each subscriber is provided access to two different data products:
    - Every data customer is given access to the Buzz Broadband Intranet. This provides 100 Megabit per second access to and from any other customers on the Buzz Broadband network. The expected speed for the “Intranet” service is 100 Mbps, and the actual speed is 100 Mbps.
  - Buzz Broadband also offers High Speed Internet access speeds at 200Mbps to 2Gbps in both directions. The expected speeds for these products are as advertised rate of 200Mbps to 2Gbps and the actual speeds are the same as advertised. Customers may experience slower speeds on the open Internet, but slower Internet speeds are due to the open Internet and not to any blockage or congestion on the Buzz Broadband network.
- Expected and Actual Latency
  - Latency is another measure of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two (2) points of transmission and is typically measured in milliseconds. The Buzz Broadband network is designed to have an operating latency as great as 20 milliseconds. However, in real practice, the actual latency is generally around 15 milliseconds or less.
- Suitability of the Service for Real-time Applications
  - The Buzz Broadband network is one of the fastest and most accessible networks available in the U.S. Customers can achieve the speeds on our

network that they subscribe to, 24/7, without slowdowns or blockages on our networks.

### **System and Network Security**

Users are prohibited from violating or attempting to violate the security of Buzz Broadband, including, without limitation, (a) accessing data not intended for such User or logging into a server or account which such User is not authorized to access, (b) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization, (c) attempting to interfere with, disrupt or disable service to any user, host or network, including, without limitation, via means of overloading, flooding, mail bombing or crashing, (d) forging any packet header or any part of the header information in any Email or newsgroup posting, or (e) taking any action in order to obtain services to which such User is not entitled. Violations of system or network security may result in civil or criminal liability. We may investigate occurrences that may involve such violations, and we may involve and cooperate with law enforcement authorities in prosecuting Users who are alleged to be involved in such violations.

### **Suspension or Termination**

Any User which Buzz Broadband determines, in its sole discretion, to have violated any element of this Network Management Policy shall receive a written warning, and may be subject at our discretion to a temporary suspension of service pending such User's agreement in writing to refrain from any further violations; provided that Buzz Broadband may immediately suspend or terminate such User's service without issuing such a warning if Buzz Broadband, in its sole discretion deems such action necessary. If we determine that a User has committed a second violation of any element of this Network Management Policy, such User shall be subject to immediate suspension or termination of service without further notice, and we may take such further action as we determine to be appropriate under the circumstances to eliminate or preclude such violation. Buzz Broadband shall not be liable for any damages of any nature suffered by any customer, User, or any third party resulting in whole or in part from Buzz Broadband exercise of its rights under this Policy. Additional requirements and/or penalties apply as found in Buzz Broadband's Acceptable Use Policy (AUP).

### **Service Monitoring**

Buzz Broadband has no obligation to monitor the services but may do so and disclose information regarding the use of the services for any reason if we, in our sole discretion, believe that it is reasonable to do so, including to satisfy laws, regulations, or other governmental or legal requirements or requests; to operate the services properly, or to protect itself and its subscribers.

### **Privacy**

Any User interacting with our site and providing Buzz Broadband with address, telephone number, email address, domain name or URL, or any other personally identifiable information permits Buzz Broadband to use such information for commercial purposes of its own, including contacting Users about products and services which may be of interest.

All information concerning our users shall be kept in accordance with the Buzz Broadband then-applicable Privacy Policy and the requirements of applicable law.

### **Impact of Specialized Services**

What specialized services, if any, are offered to end users?

- Buzz Broadband offers IP Telephone Services (VoIP) that could be considered “Specialized” services over the access system.
- VoIP is delivered to customers over a different data segment than the one used for broadband data traffic (including high speed internet traffic) and never affect a customer’s access to the Buzz Broadband Intranet or the open Internet.

Do any of these specialized services affect the last mile capacity available for, and performance of broadband internet access service?

- Under no circumstances does VoIP affect the performance of the Broadband services.

### **Network Inspection**

Do network management practices entail inspection of network traffic?

- Buzz Broadband examines traffic to the extent needed to utilize the network safety features listed earlier such as eliminating spam or intercepting malware. Buzz Broadband does not inspect traffic for any purpose other than to keep track of the network level, where traffic flows to ensure that the network is adequate for customers' demands.

Is traffic information stored, provided to 3<sup>rd</sup> parties, or used by the ISP for non-network management purposes?

- The only time that any stored information is provided to any 3<sup>rd</sup> party is in response to a court order from a valid and qualified law enforcement agency.

### **Complaint Redress Options**

What are Buzz Broadband’s practices for resolving end-user and edge provider complaints and questions?

- Buzz Broadband first logs all complaints of trouble as a trouble ticket in a trouble log system. This allows for numeric identification of each trouble reported on the network. Trouble tickets can be generated by customers or self-generated by alarms located on the Buzz Broadband network.
- Secondly, Buzz Broadband assigns a priority to each trouble ticket based upon the perceived severity of the problem. For example, outages involving multiple customers are given a higher priority than a minor network glitch affecting one customer.
- Buzz Broadband attempts to identify and address problems from its Network Operations Center (NOC). If the NOC is unable to clear a reported problem, then a technician in a truck is dispatched to address the problem.
- If the problem is of such severity that a field technician cannot solve the problem, the problem is escalated to an engineer. If the engineer is unable to solve the problem, it is generally escalated to an external engineer or consultant or to the

vendor that made the equipment in question. Buzz Broadband contracts with experienced vendors for as-needed troubleshooting and resolution in support of the network.

- Finally, the customer may be notified depending upon the severity and type of problem.
- Trouble tickets are retained permanently so that Buzz Broadband can view a history of trouble at a specific customer site, neighborhood, or with a specific brand or piece of equipment.

### **Treatment of Personal Web Pages and File Storage**

Customers and users are solely responsible for all information published or stored on Personal Web Pages and/or File Storage and for ensuring that all content is appropriate for those who may have access to it. This includes taking appropriate measures and precautions to prevent minors from accessing or receiving inappropriate content. This includes, but is not limited to, text, photographs, logos, executable programs, video and audio recordings, images, and illustrations. Buzz Broadband reserves the right to remove or block content contained on/in personal webpages/file storage if Buzz Broadband, in its sole discretion, determines that it violates the terms of this Acceptable Use Policy.

### **Treatment of Inappropriate Content and Transmission**

Buzz Broadband reserves the right to refuse to transmit or post, and remove or block, any information or materials, in whole or in part, that Buzz Broadband, in its sole discretion, deems to be in violation of our posted Policies. While Buzz Broadband has no obligation to monitor transmissions or postings made on the service Buzz Broadband has the right to monitor these transmission and postings for violations of Buzz Broadband Policies and to disclose, block, or remove them in adherence with our Customer Service Agreement and our Acceptable Use Policy (AUP), and applicable law.

To report a violation, contact 833-399-2899. To report a child exploitation incident involving the Internet, contact local law enforcement or Buzz Broadband at 833-399-2899.

### **No Waiver/Severability**

Any failure of Buzz Broadband to enforce this Policy shall not be construed as a waiver of any right to do so at any time. If any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law, and any remaining portions will remain in full force and effect.

**Buzz Broadband reserves the right to modify this Network Management Policy at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.**

**Effective: 09/2024**