NETWORK MANAGEMENT PRACTICES

General description

United Cooperative Services, Inc., herein referred to as "United" provides a variety of fiber internet service offerings to residential and business members. United provides service over the internal internet network and through third parties' fiber optic lines connecting to the internet. United also contracts with one or more companies for certain network monitoring and management services. United monitors network and traffic patterns and makes changes that United deems necessary to manage and improve overall network performance. United uses reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. United's network management practices do not throttle, target, or block any lawful specific content, application, services, devices, or subscribers. As network management issues arise and as technology develops, United may employ additional or new network management practices. United will update these disclosures as necessary.

Related documents and disclosures

Use of United's internet service is also governed by the following Agreements and Policies:

Residential Service Agreement
Commercial Service Agreement
Acceptable Use Policy
App Privacy Policy

United uses various tools and techniques to manage and monitor its network, deliver its service, and ensure compliance with the Acceptable Use Policy. Without effective network management, United may be subject to the negative effects of spam, viruses, cyber-security attacks, network congestion, and other risks or degradations of the service.

United may use, in its' discretion quality of service (QoS) practices to separate data types and may prioritize packets to maintain QoS for priority service. For example, voice calls may be prioritized over general internet traffic.

United's congestion management practices potentially affect all network traffic, but do not target any specific content, application, service, device, or subscriber.

Prioritization

United does not prioritize any traffic to benefit any party or affiliate, in exchange for consideration, monetary or otherwise.

Application-Specific Practices

United uses industry standard tools and generally accepted best practices and policies to help meet its commitment to members of providing exceptional value and service. To protect the security of United's network and its members, United may identify and block known hostile threats.

Device Attachment Rules

United places no general restrictions on lawful devices that a subscriber may connect to the network, so long as the device is: (i) compatible with United's network; and (ii) does not harm United's network or other subscribers. United's internet service is compatible with most types of PCs and laptops, including Macs, and other internet-compatible devices such as gaming systems and internet-enabled TV's. If a wireless router is connected to the service, wireless internet compatible devices including computers, tablets, smartphones and other devices can connect to the network. If a subscriber believes there is an unusual configuration, contact United and technicians will help determine if there is a compatibility issue. United is not responsible for in-home devices and cannot provide technical support for subscriber owned devices or equipment. However, United can provide compatibility and operability information to its subscribers.

Fiber-To-The-Home (FTTH) equipment

United installs Optical Network Terminals (ONTs) at the subscriber's premises to enable use of the internet service. Subscribers are also provided a router at no cost, or subscribers may choose to provide their own router. United will not maintain, troubleshoot, or support subscriber owned routers.

Network and End User Security

The following provides a general description of the practices United uses to maintain the security of its network.

Hostile port blocking: United may identify and block known hostile ports to prevent unwanted files, browser hacking and virus attacks.

Hostile IP blocking: United may identify, and block known hostile IP addresses to prevent DDoS attacks, infrastructure hacking attempts, and malicious attacks on customers.

Virus and spam filtering: Network management activities may include identifying spam, detecting malicious Internet traffic, and preventing the distribution of viruses or other harmful code or content.

Other tools and techniques may be implemented to meet the goal of delivering the best possible internet experience to all of our subscribers.

Data usage

United does not throttle, cap, or restrict total or aggregate subscriber usage in any way. United does monitor usage for business and reliability purposes. United regularly reviews accounts with uncommonly high usage relative to all other accounts to ensure such accounts have not been subjected to cloning, unauthorized access, other security breaches, or unlawful activity. As part of this review, United may contact subscribers to inquire about usage and may take or require actions to correct problems such as security, class of use, or unlawful activity.

Performance Characteristics

United's internet Service is provided via fiber optic connections. United utilizes XGS-PON and/or dedicated technologies to deliver service to each subscriber. United provisions ONTs and engineers the

network to maximize customers' ability to receive the maximum bandwidth levels for each tier of service. United does not however guarantee that a subscriber will always achieve those speeds. The actual speed may vary based on a number of factors and conditions. Performance of a subscriber's internet connected device may provide different experiences based on, its age, memory, processing capability, operating system, the number of applications simultaneously running, and the presence of any malware or viruses.

United uses Border Gateway Protocol (BGP) rules to peer or connect with common internet-based organizations, i.e., Google, Amazon, in Dallas to enhance the overall subscriber experience and to reduce internet traffic, latency, and congestion.

Actual performance of United's internet service in most cases always conforms to the national wireline broadband internet speed and latency levels reported by the FCC. These can be found at https://www.fcc.gov/reports-research/reports/measuring-broadband-america/measuring-fixed-broadband-report-2016.

Customer Information Privacy and Security

United maintains the confidentiality, privacy, and security of all subscriber network traffic. United does not sell, transfer, trade or otherwise supply to any third party any member data or information.

Digital Millenium Copyright Act (DMCA)

United maintains strict adherence to the Digital Millenium Copyright Act and is required to uphold copyright law in accordance with subsection 512(b), (c), and (d) of the "Act". United shall notify violators of copyright infringement claims consistent with United's DMCA Violation Policy.