

## **Tularosa Basin Telephone Company Network Management Policy**

Tularosa Basin Telephone Company (“Tularosa”) is committed to ensuring the open and non-discriminatory use of the Internet by its customers and uses reasonable network management practices to ensure its customers receive the best possible service. We do this by using the following techniques, which are consistent with industry standards:

### **Congestion Management**

Tularosa is committed to managing its network in such a way that no customer, service or application consumes excessive bandwidth, and thereby impedes upon the use and enjoyment of its service by other customers. Tularosa may monitor customer usage (but not content) to ensure Internet traffic is flowing evenly throughout its system and to timely redirect traffic if needed when congestion does occur.

For instance, Tularosa reserves the right to identify spam and prevent its delivery to customers’ email accounts and to detect malicious Internet traffic in order to prevent the distribution of viruses or other malicious codes or content. These techniques are minimally intrusive and likely won’t be noticed by our customers, except through a possible longer amount of time to upload or download files or a slower web-surfing speed.

Tularosa also reserves the right to manage any congestion that interferes with customers’ use and enjoyment of Tularosa’s Internet service.

### **Application-Specific Behavior**

From time to time, certain areas of Tularosa’s network may become congested. When that happens, Tularosa may identify which customer accounts are using the greatest amounts of bandwidth and temporarily manage their Internet traffic until the network is no longer congested. Customers will still be able to do anything they want to online, and many activities will be unaffected; however, some customers could experience things such as upload/download times, slower Web surfing, and some slight delays when playing online games. This technique does not manage congestion based on specific online activities, protocols or applications, but rather, only focuses on the heaviest users in real time. Consequently, the times during which Tularosa may manage its network would be sporadic and often of very short duration – leaving it virtually unnoticeable to customers.

## **Device Attachment Rules**

Tularosa provides its broadband customers with a modem that is to be used for connecting to the Internet. Any other modems must be approved by Tularosa prior to being connected to our network and must pass UL certification, and FCC certification.

## **Security**

Tularosa reserves the right to utilize a number of techniques to prevent spam and minimize possible damage to our network or users' computers caused by viruses, malware, or other malicious codes. For instance, Tularosa may limit the number of login, SMTP, DNS, and DHCP transactions per second (at levels far above 'normal' rates) that customers can send to Tularosa's servers in order to protect them against Denial of Service (DoS) attacks. Tularosa may also block a limited number of ports that are commonly used to send spam, launch malicious attacks, or steal a customer's information.

## **Service Description/Pricing**

For a list of Internet services offered by Tularosa, both residential and commercial, including the speeds available and current pricing, please see our website at:

[http://www.tbtc.net/Alamogordo\\_internet.php](http://www.tbtc.net/Alamogordo_internet.php)

[http://www.tbtc.net/Carrizozo\\_Internet.php](http://www.tbtc.net/Carrizozo_Internet.php)

[http://www.tbtc.net/Tularosa\\_Internet.php](http://www.tbtc.net/Tularosa_Internet.php)

[http://www.tbtc.net/Cloudcroft\\_Internet.php](http://www.tbtc.net/Cloudcroft_Internet.php)

## **Privacy**

We respect your privacy and, as a result, do not collect any personal information other than what is necessary to provide you with service or respond to any questions or concerns you may have expressed to us about our service. Our complete Privacy Policy may be viewed at:

[http://www.tbtc.net/files/tiny\\_mce/file\\_manager/TCI\\_Terms\\_and\\_Conditions.pdf](http://www.tbtc.net/files/tiny_mce/file_manager/TCI_Terms_and_Conditions.pdf).

## **Blocking/End User Control**

Tularosa does not block lawful content, applications, services, or non-harmful devices unless necessary for network management and in accordance with the policies set forth herein.

## **Changes to the Network Management Policy**

The Internet is highly dynamic, causing it to be constantly changing and evolving. Accordingly, in order to ensure our customers receive the best possible Internet service, Tularosa must adapt its network management tools to keep up with the changes. We will update our Network Management Policy as needed to keep up with changes to the Internet and will post any changes to our policy at this location.

If you have any questions about our Network Management Policy that are not answered herein, please contact Customer Service at (575) 585-2700 or by completing a Customer Service Contact Form at this address: [http://www.tbtc.net/contact\\_us.php](http://www.tbtc.net/contact_us.php).

Effective Date: November 20, 2011