

Arx Technologies, LLC

Network Management Policy

Arx Technologies (“Arx Technologies” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about Arx Technologies’ other policies and practices concerning broadband are available at www.arxweb.com (“Arx Technologies Website”).

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

Arx Technologies manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol-management. Arx Technologies’ customers generally will not be impacted by the protocols and practices that Arx Technologies uses to manage its network.

Arx Technologies’ Network Management Practices

Arx Technologies 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

Arx Technologies uses a commercially available software and hardware known as Powercode to monitor its network for bandwidth and CPU/memory utilization. When utilization has reached a threshold of 75%, hardware and links are upgraded to improve capacity. The Arx network operations team receives an alert when network devices exceed the 75% threshold.

Arx Technologies deploys SNMP interface monitors to manage customer interfaces. The company rate limits customer interfaces based on the amount of bandwidth purchased. This will prevent any single customer from using a disproportionate share of the bandwidth, which may interfere with other-assigned network resources.

On Arx Technologies’ 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 on the Arx network.

Arx Technologies manages the volume of bandwidth usage in the aggregate, individual bandwidth usage, global spam occurrences, harmful content and denial of service attacks all in an effort to manage the stability and security of the network. Customer conduct that abuses or threatens the Arx Technologies network or which violates the company’s Acceptable Use Policy 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.

Arx Technologies’ network and congestion management practices are based on current network conditions and are not implemented on the basis of customers’ online activities, protocols or applications. Arx Technologies’ network management practices do not relate to any particular customer’s aggregate monthly data usage.

Arx Technologies’ deploys a strategy in order to assist with the management of bandwidth, which is available to customers for purchase. This strategy is the only method under which Arx Technologies prioritizes traffic on its network. Customer traffic is prioritized based on the service tier purchased. Commercial customer traffic takes priority over all residential traffic. Within the residential and commercial plans we also prioritize traffic based on service tier from Platinum plan to Bronze plan with Platinum traffic having the highest priority.

II. Network Security

Arx Technologies knows the importance of securing its network and customers from network threats and annoyances.

As its normal practice, Arx Technologies 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.

IV. Monitoring Schedule

Arx Technologies uses an application that will provide alerts when network utilization thresholds have been reached. Accordingly, the company does not have a regular schedule for monitoring its network. The application used by Arx Technologies to monitor the network pulls data from core network devices every minute. Nevertheless, Arx Technologies’ engineers proactively monitor key points in the network to trend and manage resources. Arx Technologies also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or unauthorized high-volume users are discovered, Arx Technologies provides notification to the customer via email or phone. If a violation of Arx Technologies’ Acceptable use policy has occurred and such violation is not remedied, Arx Technologies will seek to suspend or terminate that customer’s service.

V. Network Management Technology

Arx Technologies employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network, including the following:

- network monitoring software to manage network devices and bandwidth;
- network management tools; and
- application used to monitor customer interfaces

VI. Service Descriptions

Arx Technologies offers broadband service using fixed wireless technologies.

The following is a list of Arx broadband services:

Residential Bronze \$24.99 8 Mbps Download 1 Mbps Upload	Residential Silver \$34.99 25 Mbps Download 4 Mbps Upload	Residential Gold \$49.99 50 Mbps Download 6 Mbps Upload	Residential Platinum \$69.99 75 Mbps Download 8 Mbps Upload
Commercial Bronze \$69.99 8 Mbps Download 1 Mbps Upload	Commercial Silver \$99.99 25 Mbps Download 4 Mbps Upload	Commercial Gold 129.99 50 Mbps Download 6 Mbps Upload	Commercial Platinum \$149.99 75 Mbps Download 8 Mbps Upload

Published rates for Arx Technologies services can be found <http://www.arxweb.com/services>. Individual case basis pricing and bundles pricing is also available.

There are no usage-based fees for the services. There are no contracts or early termination fees on residential services. Some business services are contracted, and early termination fees may apply. In all areas LTE services require \$100 install fee

VII. Network Performance

Arx Technologies 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 caused by Arx Technologies’ network. Arx Technologies has planned/engineered all network to meet or exceed

required speed and latency requirements. Arx Technologies partners with its vendors to assess the network annually in an effort to maximize resources. Performance statistics are collected in real-time and reported in real-time.

All quoted speeds are approximate, and actual speeds are not guaranteed. Customer's service performance may vary with one or more of the following factors: (1) the particular websites being accessed; (2) capacity in the public Internet beyond Arx Technologies' network; (3) customer's computer and equipment (including wireless router); (4) distance from the collocated equipment; and (5) condition of the inside wiring at customer's premise.

For Questions, Complaints or requests for additional information, please contact Arx Technologies Customer support, (304) 781-1000, or support@arxweb.com