



## COMMUNITY DIGITAL WIRELESS, LLC NETWORK MANAGEMENT POLICY

Community Digital Wireless, LLC (“CDW” or “Company”) provides this Policy in order to disclose its network management practices in accordance with the FCC’s Open Internet Rules. Information about CDW’s other policies and practices concerning broadband are available at [www.cdwwireless.com](http://www.cdwwireless.com) (“CDW Website”).

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

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

### **CDW's Network Management Practices**

CDW 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**

CDW periodically monitors aggregate traffic usage on its network. If congestion emerges on the network, CDW will take measures to identify and address the cause, including identifying high volume bandwidth users. In order to reduce instances of congestion, CDW adds capacity to its network when utilization has reached a specific level.

On CDW'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 on CDW's network.

Customers using conduct that abuses or threatens the CDW network or which violates the company’s Acceptable Use Policy, Internet service Terms and Conditions, or the Internet Service Agreement 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.

CDW'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. CDW's network management practices do not relate to any particular customer's aggregate monthly data usage.

## **II. Network Security**

CDW 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. CDW also deploys spam filters in order to divert spam from an online customer's email inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through the email. Spam files are automatically deleted if not accessed within 35 days.

As its normal practice, CDW 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.

## **III. Monitoring Schedule**

CDW periodically checks the traffic usage in the aggregate on its network. CDW also checks for abnormal traffic flows, network security breaches, malware, loss, and damage to the network. If a breach is detected or high volume users are brought to light by complaint, CDW provides notification to the customer via email or phone. If a violation of CDW's policies has occurred and such violation is not remedied, CDW will seek to suspend or terminate that customer's service.

## **IV. Network Management Technology**

CDW employs a variety of industry-standard tools, applications and devices to monitor, secure and maintain its network.

## **V. Service Descriptions**

CDW offers broadband Internet services over fiber, ADSL2+, VDSL, as well as fixed wireless Internet. Customers can find information on CDW's service offerings and rates [here](#) for wireline broadband and [here](#) for fixed wireless broadband. CDW customers may also purchase mobile broadband service through its affiliate, iWireless. Customers of the mobile broadband service may find the Network Management Policy for the mobile broadband service on the [iWireless website](#).

## **VI. Network Performance**

CDW 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 CDW's network. CDW measures availability, latency, and aggregate utilization on the network and strives to meet internal service level targets. However, customer's service performance may also be affected by one or more of the following: (1) the particular websites being accessed; (2) capacity in the public Internet beyond CDW's network; (3) customer's computer and equipment (including wireless router); and (4) inside wiring at customer's premise.

CDW is in the process of developing additional systems that will allow us to measure these indicators out to test points at each major network aggregation site on the edge of our last mile network. Once these systems are developed, CDW will be able to measure system metrics on a network-wide basis and will disclose the results on its website.

## **VII. Commercial Terms**

In addition to this Network Management Policy, patrons may also find links to the following on the CDW Website:

- [Frequently Asked Questions \("FAQs"\)](#)
- [Acceptable Use Policy](#)
- [High Speed Internet Terms and Conditions](#)
- [Broadband Service Offerings and Rates](#)
- [Privacy Policy](#)

For questions, complaints or requests for additional information, please contact CDW at:

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