

**NETWORK NEUTRALITY
NETWORK MANAGEMENT POLICY
WEBSITE TEXT**

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In this document, the terms “you” and “your” refer to customers of OTZ Telecommunications, Inc. (OTZT) Internet Access Service. The terms “we” and “our” refer to OTZT and OTZT’s Internet Access Service.

Definitions

Service – Internet access purchased from OTZT. This includes connectivity from your equipment at your premises to the Internet equipment at OTZT’s office, connection of OTZT’s equipment to the Internet, and OTZT’s equipment that is used to route and manage your traffic to and from the Internet and to provide you with services such as e-mail, web surfing, file transfer, Internet video, and others.

Bandwidth – The amount of data per second. This may be thought of as the “pipe” that carries Internet traffic.

Bandwidth capacity is the amount of bandwidth that we or another network provider makes available for your use, such as the amount of data that can be sent over a wire or fiber optic system.

Bandwidth demand is the amount of bandwidth that a customer wants to use.

Congestion – A situation where the total bandwidth demand (in bits of information per second) on a component of the Internet, including on any part of our network, exceeds the bandwidth capacity of that component to such an extent that traffic flow and service experiences degradation. Congestion is usually of a transitory nature, however, in some cases, such as an extremely popular website, it may last for a significant period.

Degradation of Service - Less than optimal performance of Internet services. This may appear to you as slow response on web sites and e-mail or distorted or frozen video.

Nominal Bandwidth – The bandwidth of the service package you purchase. This is your maximum allowed bandwidth.

Terms of Service and Network Management Practices

The bandwidth you purchase (your service package or nominal bandwidth) is the MAXIMUM bandwidth available to you. Unless you have purchased a Committed Bandwidth service that specifically guarantees a fixed bandwidth, such as a T-1 circuit, it is not a guaranteed bandwidth. OTZT will make its best effort to transmit your data in a timely fashion, however, OTZT does not guarantee you that you will be able to use your entire nominal bandwidth at any given time. This is referred to as “best effort” service.

OTZT strives to make your total nominal bandwidth available for you to use within our network. OTZT cannot control bandwidth available, congestion, or service quality on those parts of the Internet beyond our network.

When other customers use our network, you may not be able to use your maximum nominal bandwidth because all customers share total bandwidth capacity at some points on our network and on the Internet. If the bandwidth demand of all customers at that network location exceeds the bandwidth capacity provided, you may not be able to use your entire nominal bandwidth. All services other than Committed Bandwidth services are “shared services” used by many customers.

We size our Internet services by the bandwidth of all our customers, including your service, based on best-of-breed engineering practices. Service is provided equally to all customers, and every customer's data has an equal chance to be served.

On a downstream basis (Internet to customer), service is provided equally to all customers, Internet services, protocols, and sources or destinations on the Internet such as websites, e-mail servers, etc.

Due to limited bandwidth capacity on an upstream basis (customer to Internet), service is provided equally to all customers, protocols, and sources or destinations on the Internet such as websites, e-mail servers, etc. except that service types are prioritized to provide the best service possible to all customers. We prioritize services with web browsing being the highest priority, followed by gaming, then streaming video and all other services. Service is not prioritized by customer or source or destination on the Internet. No services, protocols, or legal sources and destinations on the Internet are blocked under any circumstances. Any effects on service may only be noticeable in times of significant congestion.

OTZT may block any service, protocol, source, or destination that OTZT determines to be illegal or a threat to life, property, or national security, or if ordered to block or otherwise modify your data by law enforcement agencies,

OTZT will implement network management techniques when congestion occurs. When the total backhaul link reaches 99% capacity, protocol prioritization will be enabled. When enabled, web browsing will get the highest priority followed by gaming and streaming video. These management techniques are to protect the services of all OTZT's customers so that each customer has adequate service quality. OTZT will not implement network management if degradation of service is caused by congestion on portions of the Internet outside of OTZT's network. OTZT will notify our customers on this website of changes to our network management policy.

Devices & Software that may be attached to OTZT's Internet Access Service

There are no restrictions on types of devices you may connect to OTZT's network other than that they must be approved by the Federal Communications Commission (FCC) for use in the US telecommunications network. You may not connect any equipment to OTZT's network that is not approved by the FCC. Most commercially available equipment such as modems, routers, and PCs are approved. All equipment approved by the FCC will have a label stating that it is approved and what the type of the approval is. This information is also found in the user's manual or printed instructions that are provided with the equipment and may be found online at the manufacturer's website. You should read this label whenever you buy any equipment you wish to connect to OTZT's network. If you have questions about any particular equipment, please call us at **907-442-3111**.

OTZT's Internet access service is designed to function with accepted industry standard interface software such as provided by Microsoft, Apple, and others. If you use a type of software not widely used in the worldwide Internet, you may experience some problems with compatibility between your software and OTZT's Internet access service. If you have any questions, please call us on 907-442-3111, and we will try to help you resolve this problem. It is the customer's responsibility to assure that their software and operating interfaces conform to industry accepted specifications.

Network Security

OTZT uses the latest industry-best-practices to maintain integrity and security of its network. This may include security protections that interfere with some types of customer traffic. If you believe your services are being disrupted by our security systems, please contact us on 907-442-3111.

OTZT provides a level of protection for your computers from spam, viruses, and other malicious or unwanted items. While OTZT strives to provide the best protection possible for your computer, we make no guarantees that we can prevent all malicious or unwanted items from accessing your computer. It is the customer's responsibility to protect their computers and other devices from unwanted or harmful items. It is very strongly recommended that you provide your own virus and malware protection, spam filtering, and firewall software, solutions are available on the OTZT website.

There are additional considerations regarding Internet security related to OTZT's Internet access service. See our Acceptable Use Policy at <http://www.otz.net/applications forms.html>.

Services OTZT Offers

OTZT offers the following Internet access services. Pricing may be found at http://www.otz.net/internet_service.html. The bandwidths listed are the maximum bandwidth of the service. You will not be provided additional bandwidth above what you purchased, even for short periods of time. You are not permitted to “burst” traffic above your purchased bandwidth.

Best Effort Services	Maximum Downstream Bandwidth	Maximum Upstream Bandwidth
ADSL		
a	256Kb	64Kb
b	512Kb	64Kb
c	1Mb	128Kb
d	1.5Mb	192Kb
e	1.5Mb	256Kb

Use of OTZT’s Services for Real-Time Applications such as Streaming Video

The Best Effort services above may be suitable for real-time applications if the customer has purchased adequate bandwidth for that service. Disruption during times of congestion, if any, which you experience will be minimized if you purchase adequate bandwidth for the services you wish to use. However, since there are occasionally conditions of extreme congestion at various points in the Internet, including OTZT’s network, unless you have purchased a Committed Bandwidth service that specifically guarantees a fixed bandwidth, such as a T-1 circuit, OTZT does not guarantee that your service will never be degraded.

Note that bandwidth requirements will differ by real-time application. For example, video such as that offered by various services such as YouTube may require somewhat less total bandwidth than entertainment quality streaming video. Bandwidth requirements may also differ among providers.

Privacy of Customer Information

OTZT inspects packets of data you send or receive over our network to allow us to route and, where applicable, prioritize data. We inspect only the packet headers which tell us where to send your data and the type of data it is, i.e.: web surf, video, file transfer, etc.

OTZT does not examine the content of your data, i.e.: the data which you send or receive, such as the messages from and to e-mail addresses of your e-mail, which web sites you visit, the sources of your video, or the contents of files you send or receive.

OTZT does not store your data, or sell or reveal it to any third parties.

OTZT may provide any of your data, both on an active, real time basis and stored data such as your billing records, to law enforcement under appropriate legal orders if law enforcement requests your information in matters dealing with illegal acts or a threat to life, property, or national security.

Contact Us

If you have questions or comments regarding our network management policies or practices, please contact us at **907-442-3111** or techsupport@otz.net.