



Madison Network Systems, Inc.

Network Management Policy

Madison Network Systems, Inc. and its affiliates, which include Madison Telephone Company and Madison Communications, Inc. (hereinafter all referred to as Madison) commit to the open and non-discriminatory use of the Internet by its customers. Madison further commits to engage in reasonable network management practices to ensure an open Internet. Madison will manage its network and provide access in accordance with the Federal Communications Commission's (FCC's) Open Internet Rules (adopted December 21, 2010 in 25 FCC Rcd 17905) and in compliance with any future rules adopted by the FCC.

Transparency

Madison has information available on its website at (<http://www.gomadison.com/legalregulatory/policies>) regarding network management practices, performance, and commercial terms of its service in order that consumers make informed choices regarding use of said services.

Madison will not unjustly or unreasonably prevent or interfere with competition among Content, Application, Service, or Device Providers.

Network Security and Congestion Management

Madison uses generally accepted technical measures to provide acceptable service levels to all customers, such as application-neutral bandwidth allocation, measures to address service attacks, illegal content, and other harmful activities to protect network integrity and reliability.

Madison reserves the right to prioritize traffic based on real time and non-real time applications during heavy congestion periods based on generally accepted technical measures. Madison sets speed thresholds on the amount of data customers can upload and download within stated time periods. If a consumer exceeds these thresholds, Madison will temporarily limit the speed with which data can be sent or received over their access network. Madison may use other traffic management and prioritization tools to help ensure equitable access to the Madison network for all customers.

Madison monitors customer usage to efficiently manage the performance of the network to ensure that a sustainable, quality broadband service is provided. Peak network usage is between 4 pm and 11 pm Monday – Friday and 10 am – 11 pm Saturday and Sunday. During peak usage times, priority is given to applications such as browsing, email, streaming, instant messaging, gaming, and VoIP.

Congestion due to malfunctioning hardware and/or software will be remedied as quickly as network engineers can diagnose and identify the offending hardware / software.

Congestion due to malice will be remedied using any technique available, including protocol-aware filtering and rate-limiting, to control and limit the offending source. Madison may seek criminal charges against those who inflict network malice. Madison may also attempt to recover costs incurred from network malice.

It is not acceptable to use the Madison network for any purpose that violates local, state, or federal laws or to transmit communications that might be highly offensive or damaging to any recipients or to use the service in a manner that is unintended. It is not acceptable to interfere with, violate, circumvent, misuse, distribute or disrupt network users, equipment, or services which include, but are not limited to:

- Attempting to obtain unauthorized access to any network or account. This includes accessing data not intended for end-user customers, logging into a server or account without being expressly authorized to access, or probing the security of other networks.
- Attempts to interfere with the Service of others including users, hosts, and networks. This includes “denial of service” attacks, “flooding” of networks, deliberate attempts to overload a Service and attempts to “crash” any host.
- Reselling any Madison Internet Services, without Madison’s written consent.
- Distribution of Madison Internet Services beyond the scope of your end-user account.
- Equipment, accessory, apparatus, circuit or devices that are harmful to the network, shall not be attached to or connected with Madison facilities.
- Circumventing copyright laws and regulation, including the unauthorized download of music, video, images, books, software, or content and/or other copyright protected works.

Madison provides Spam filtering with each customer’s email address. Details of this service are listed on Madison’s website. Madison will not ask you for your password in an unsolicited telephone call or email. If you believe your password has been compromised, you should immediately change your password to prevent the unauthorized use of it.

Blocking

Madison shall not unjustly or unreasonably block access to lawful content, applications, services or non-harmful devices, subject to reasonable network management.

Discrimination

Madison shall not unreasonably discriminate in transmitting lawful network traffic over a consumer’s broadband Internet access service, subject to reasonable network management practices.

Commercial Pricing

Please click on the following website link(s) for pricing information including monthly prices, usage-based fees, and fees for early termination or additional network services:

<http://www.gomadison.com/residential/bundle/packages>

<http://www.gomadison.com/residential/internet/highSpeedPackages>

http://www.gomadison.com/Files/documents/pdf/Broadband_and_Dial_Up_Services_Agreement_061031.pdf

Contact Information

If you have any questions regarding this policy, please contact Madison Customer Service at: 800-422-4848.