Network Management Policy

Egyptian Telephone Cooperative Association ("We", "Our", "Us") provides this Network Management Policy ("Policy") in accordance with Federal Communications Commission ("FCC") requirements to disclose certain network management practices, performance characteristics, and commercial terms. Additional information about our broadband policies and practices is available at https://egyptian.net/Legal.html.

Network Practices

We engage in network management practices that are tailored and appropriate for achieving optimization on our network considering the particular network architecture and technology of our broadband Internet access service. Our goal is to ensure that all our customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. We want our customers to experience all the Internet offers, whether it is social networking, streaming videos, listening to music, or communicating through email and videoconferencing.

Network Management Disclosures

Our network practices include congestion- and security-protocol-management. Such protocols and practices generally will not impact our customers' user experience. We use various tools and industry-standard techniques to manage our network to ensure fast, secure, and reliable Internet service. We provide the following overview of our network management practices:

1. **Blocking:** We do not block or discriminate against lawful Internet content, applications, services, or non-harmful devices. We conduct only reasonable network management.

2. **Throttling:** We do not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of a non-harmful device. We engage in only reasonable network management practices.

3. **Affiliated Prioritization:** We do not favor any Internet traffic over others, including through the use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate, and we have no plans to do so.

4. **Paid Prioritization:** We do not favor or prioritize any Internet traffic over others, and we do not prioritize Internet websites over others in exchange for any consideration to benefit any content, applications, services, or devices.

Network Management Practices

Our network management practices are intended to ensure that we provide our customers with the best possible Internet access. To achieve this goal, we employ network management techniques such as identifying spam and preventing its delivery to customer email accounts, detecting malicious Internet traffic, and preventing the distribution of, or inadvertent access to, malware, phishing, viruses, or other harmful code or content.

1. Congestion Management

We monitor the connections on our network in the aggregate for all types of traffic to determine the utilization rate. We may take appropriate measures to relieve undue congestion if it occurs on the network.

Our network and congestion management practices do not discriminate based on the type of application being used, nor are they based on any particular customer's aggregate monthly data usage. We examine only current network conditions, not our customers' online activities.

Customer conduct that abuses or threatens our network or violates our Acceptable Use Policy, Internet Service Terms and Conditions, or the Internet Service Agreement will be asked to stop immediately. If a customer fails to respond or cease such conduct, we may suspend service or terminate the user's account.

We also check 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, we provide notification to the customer via email or phone. If a customer violates the Acceptable Use Policy or other policies and such a violation is not remedied, we will seek to suspend or terminate that customer's service.

If we take any congestion management actions, the vast majority of our users' Internet activities will be unaffected. Some customers may, however, experience more extended download or upload times or slower surf speeds.

2. Application-Specific Behavior

Except as may be provided elsewhere herein, we do not engage in any application-specific network management activities on our network. Customers may use any lawful application as part of their Internet usage.

3. Device Attachment Rules

Optical Network Termination (ONT), xDSL modem, or other proprietary network gateways used on our broadband network must be provided by us. Customers may, however, attach their own devices to the ONT, or xDSL modem, including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronics equipment. Customers are responsible for ensuring that their equipment does not harm our network or impair other customers' service. We are not responsible for the functionality or compatibility of any equipment provided by our customers. Customers are responsible for securing their own equipment to prevent third parties from unauthorized access to our broadband network and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

4. Network Security

We know the importance of securing our network and customers from network threats and annoyances. We promote the security of our network and our customers by protecting them from threats like spam, viruses, firewall issues, and phishing schemes.

We also deploy spam filters for our email service 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 spam files through the email program. Spam files are automatically deleted if not accessed within 30 days.

As normal practice, we do not block protocols, content, or traffic for network management, but we may block or limit traffic such as spam, viruses, malware, or denial-of-service attacks to protect network integrity and the security of our customers.

These tools and practices may change from time to time to keep up with changing network technologies and new and innovative ways our customers use the network.

Network Performance

1. Service Descriptions

We offer broadband service over Digital Subscriber Line (DSL) and Fiber-to-the-Home (FTTH) facilities. DSL or FTTH availability depends on location. Our DSL speeds range from 6 Mbps to 50 Mbps, and our FTTH speeds range from 8 Mbps to 1 Gbps. All of our broadband services can support real-time applications.

2. Network Performance

We support our advertised speeds and will dispatch repair technicians to customer sites to perform speed tests, as needed, to troubleshoot and resolve speed and application performance issues caused by our network. We measure availability, latency, and aggregate utilization on our network and strive to meet internal service level targets.

However, the download or upload speeds for a particular distant website or other Internet resource are affected by factors beyond our control, including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and limitations on the customer's computer, inside wiring, wireless router, and other customer equipment. In addition, the customer's inside-premises wiring could affect service performance. Accordingly, customers should consider the capabilities of their own equipment when choosing broadband service. Customers may need to upgrade their computers and other networks in their homes or offices to take full advantage of the chosen broadband plan.

We test each service for actual and expected access speeds at the time of network installation to demonstrate that the service is capable of supporting the advertised speed. Customers may request assistance by calling our business office at 618.774.1000 or by email at info@egyptian.net.

Based on the network information we receive from our monitoring efforts, our network is delivering the data transmission rates advertised for the different high-speed Internet services. To be sure, we have implemented a program of testing our network's performance using a test protocol similar to the one sanctioned by the FCC. We installed specific network performance monitoring equipment at aggregation points across our network and conducted a series of tests using this equipment.

The following charts show our internal testing results.

Residential and Business Speeds

Advertised Download/Upload Speed (Mbps)	Technology	Typical Median Download/Upload Speed (Mbps)	Typical Median Latency (ms)
6/.768	XDSL	6.53/.77	9.1
10/1	XDSL	11.15/1.04	7.9
10/5	XDSL	11.2/5.03	6.3
20/1	XDSL	22.59/1.18	7.6
20/10	XDSL	22.73/10.49	5.4
50/50	XDSL	60.21/56.03	4.6
8/8	FTTX	8.14/8.15	1.4
15/15	FTTX	15.28/15.31	1.6
40/40	FTTX	40.73/40.95	1.8
75/75	FTTX	76.67/76.30	2
200/200	FTTX	203.11/203.81	1.7
500/500	FTTX	505.28/518.13	1.7

3. **Impact of Non-BIAS Data Services**

The FCC defines Non-Broadband Internet Access Services (Non-BIAS) to include services offered by broadband providers that share capacity with Broadband Internet Access Services (BIAS) (previously known as "Specialized Services") also offered by the provider over the last-mile facilities. At this time, we are not offering any non-BIAS data services.

Commercial Terms

1. **Pricing**

We offer multiple levels of internet service, all with no monthly data cap. Our pricing for our different service offerings and other terms can be found at https://egyptian.net/High_Speed_Internet.html. Prices do not include applicable federal, state, or local taxes and regulatory fees. Prices and packages are subject to change.

2. **Privacy Policies**

We value the privacy of our internet service customers. Like most companies, we collect certain information about our customers and use it to provide our services. We collect information when our customers interact with us, when our customers use our internet service, and when our customers visit our website. This information is used to deliver, provide, and repair our services and establish and maintain customer records and billing accounts. We protect the information we have about our customers and require those we share it with to protect it. We do not sell, license, or share information that individually identifies our customers with others without your consent, except as necessary when working with vendors and partners for business purposes and when necessary for them to do work on our behalf. Additional details about our Privacy Policy can be found [here](#).

3. **Redress Options**

We strive to provide excellent customer service and resolve any issues promptly. If you have questions, complaints, or requests for additional information, please contact us by calling our business office at 618.774.1000 or by email at info@egyptian.net. We take all such questions and complaints seriously.

4. **Other Notices**

In addition to this Policy, customers may also find links to the following on our Website:

- [Acceptable Use Policy](#)
- [Broadband Labels (Machine-Readable Format)](#)

Updates to this Policy

We reserve the right to change or modify the terms of this Network Management Policy at any time. Changes shall become effective when posted on our website.