

# Network Management:

CTI manages its network without regard to the specific type of network traffic, application or end user. CTI does not block or rate-control specific protocols or ports. Additionally, CTI does not inhibit or favor certain application or classes of applications.

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

CTI monitors overall usage to efficiently manage the capacity of our network to ensure a sustainable quality broadband service is provided to all of our customers. CTI maintains the ability to implement reasonable practices to ensure network security and integrity, including by addressing traffic that is harmful to the network or traffic that is unwanted by the end users of our Internet service.

Should congestion occur, CTI will undertake reasonable efforts to remedy that congestion. Should such congestion occur as a result of a violation of our Acceptable Use Policy, CTI reserves the right to take all necessary actions to remedy such violations as stated in our Acceptable Use Policy.

## **Acceptable Use Policy:**

Use of CTI services (Services) is subject to the following Acceptable Use Policy (AUP). In addition to complying with our Service Agreement upon signup, you agree not to use or allow third parties to use the Services provided to you for any of the following purposes:

- To use any CTI equipment for anything other than its intended purpose.
- To violate or encourage the violation of the legal rights of others.
- For any unlawful, invasive, infringing, defamatory, or fraudulent purpose.
- To intentionally distribute viruses, worms, Trojan horses, corrupted files, hoaxes, or other items of a destructive or deceptive nature.
- To operate servers for commercial purposes.
- To generate or facilitate sending unsolicited bulk commercial email or bulk commercial telephone calls via the Services.

- To make the Services available to anyone outside the property to which the Services are delivered, to resell the Services directly or indirectly, except as explicitly approved by CTI in writing, or to create substitute or related services through the use of or access to the Services (for example, to provide Wi-Fi services to third parties outside of your residence).
- To interfere with the use of the Services or the equipment used to provide the Services by customers or other authorized users.
- To alter, disable, interfere with, or circumvent any aspect of the Services, including but not limited to security features of the Services.

Your failure to comply with the AUP may result in suspension and/or termination of the Services.