

Network Management Policy

Effective and Updated Date: October, 2024

Fourway Computer Products, Inc (“Fourway” “we,” “our,” “us”) is committed to our network running as efficiently and fairly as possible, and the policies & principles of this document show how we accomplish that.

This Network Management Policy sets forth certain information regarding the policies and practices of Fourway and how we manage our network for broadband internet access service (the “Fourway Network”). This Network Management Policy is a supplement to and is incorporated by reference in our Fourway Terms of Service & Acceptable Use Policy. In the event of any inconsistency between this Network Management Policy and the Terms of Service/Acceptable Use Policy, this Network Management Policy shall control.

Policies/Practices:

Blocking – Aside from the reasonable network management policies/practices below, we do not block or otherwise prevent a Customer from lawful content on the Internet

Throttling – Aside from the reasonable network management policies/practices below, we do not throttle or otherwise degrade/impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device.

Paid Prioritization – We do not directly or indirectly favor some traffic over other traffic (including techniques such as traffic shaping, prioritization, or resource reservation) in exchange for consideration, monetary or otherwise.

Infrastructure Management – Our service is provided on a “best efforts” basis and our infrastructure management practices are in place to ensure that all Customers experience as high quality a service under varying usage periods. Customers select how much high-speed data they receive under a designed Service plan; the specific Service plan is set forth in the Fourway Internet Contract. Whenever a Customer exceeds his/her/its selected high-speed allotment, we may reduce the Customer’s data speed during the time that more speed is being requested than what their current plan allows. We do not impose any additional usage limits for the Service. In a manner consistent with our Service Agreement and Privacy Policy, we may monitor network traffic to ensure capacity is sufficient to maintain an efficient network load, to perform diagnostics and to otherwise manage and enhance the Fourway Network. To help manage traffic on the Fourway Network, during times of high demand, we may allocate available bandwidth among Customers on an equal basis, by account level. In addition, we may prioritize certain applications, such as public safety and voice, over other traffic types.

We may also use specific traffic shaping software in order to best deliver a Customer’s subscribed speeds during heavy traffic. If we determine, in our sole and reasonable discretion, that the manner in which a Customer is using the Service negatively impacts other Customers or the Fourway Network, we reserve the right to apply additional congestion management techniques.

Application-Specific Behavior – Subject to the qualification that Fourway may reasonably limit or rate-control specific or classes of applications, or other specific protocols or protocol ports as set forth below, Fourway generally treats all lawful applications identically. However, we reserve the right to block or limit access to any applications, ports, or protocols that we determine, in our sole and reasonable discretion, may expose the Fourway Network to potential legal liability, harm the Fourway Network or otherwise interfere with or impair the experience of other Customers on the Fourway Network. The Fourway Network may also not support certain high-bandwidth video and voice applications, or peer-to-peer applications that carry unlawful or harmful content/software.

Device Attachment Rules – You generally do not need approval to connect a third-party device to the Fourway Network. Fourway does not limit the types of devices that can be connected to the Fourway Network, provided they are used for lawful purposes and do not harm the Fourway Network, violate our Terms of Service/Acceptable Use Policy, or harm other users of the Network. However, if we determine, in our sole and reasonable discretion, that the connection of a particular type of device to the Fourway Network negatively impacts other users or the Fourway Network, or may expose us to potential legal liability, we reserve the right to limit or restrict Customers' ability to connect such type of device to the Fourway Network. If you need technical support services to assist you in the installation and configuration of third-party devices that are leased to you by Fourway, please go to <https://fourway.net> and use one of the contact methods available to reach us. For other third-party equipment, please contact the manufacturer directly.

Security – We have taken reasonable physical, technical, and administrative safeguards to protect the integrity and operations of the Fourway Network. We monitor the Fourway Network for security threats and may prohibit certain activity on the Fourway Network that we may deem, in our sole and reasonable discretion, poses a potential risk to the Fourway Network or to other Customers. Triggering conditions included but are not limited to denial of service (DDOS) activity, IP address or port scanning, excessive account login failures; or certain Internet addresses that are disruptive, malicious, and typically persistent. If we notice excessive Customer connections, including but not limited to Wi-Fi connections, that are harmful or are commonly used to disrupt the normal use of the Fourway Network or use by other Customers, we will attempt to notify the Customer to work collaboratively to remedy the issue to the extent possible; however, we reserve the right as a reasonable security practice, without advance notice, to block any Customer traffic, ports, protocols, devices, or applications (peer-to-peer applications that could carry malicious software or are known to be problematic) that we determine, in our sole and reasonable discretion, may cause harm to the Fourway Network or to other Customers, or may expose us to potential legal liability.

Will this Network Management Policy ever change?

Yes, Fourway is constantly working to improve the Fourway Network, so Fourway will need to update this Network Management Policy from time to time as Fourway's business practices change and service offerings increase, and/or there are changes in local, state, or federal laws. Additionally, Fourway will also make stylistic, organizational and/or grammatical changes to present Fourway Network Management Policy practices in a user friendly easy to read manner. Fourway will alert Customers to any such changes by placing a notice on the Fourway Site with the effective date of the revised Network Management Policy, and/or by sending Customers an email, or by some other means to the extent required by law. Please note that if Customers have not provided Fourway with Customer's email address or Customer has not updated Customer contact information, those legal notices will still govern Customer use of the Service, and Customer is still responsible for reading and understanding all notices posted on Fourway's website. Customer's continued use of the Service or website after notice of any changes have been provided will indicate Customer's acceptance of such changes, except where further steps are required by applicable law.

What if you have questions or comments about this Network Management Policy?

If you have any questions or concerns regarding Fourway's Network Management practices and policies, please contact Fourway at legal@fourway.net