

# RC TECHNOLOGIES

## NETWORK MANAGEMENT POLICY AND TRANSPARENCY STATEMENT

RC Technologies (“RCT” or “Company”) provides this Network Transparency Statement in accordance with the FCC’s Restoring Internet Freedom Rules to ensure that you have sufficient information to make informed choices about the purchase of broadband services. Information about RC Technologies’ other policies and practices concerning broadband are available at <https://tnics.com/> (“RC Technologies Website”).

RC Technologies engages in network management practices that are tailored and appropriate for achieving optimization on the network considering the particular network architecture and technology of its broadband Internet access service. RC Technologies’ goal is to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable, and affordable. RC Technologies wants its customers to indulge in all that the Internet has to offer, whether it is streaming video and music, social networking, communicating through email and video conferencing.

RC Technologies’ network management includes congestion and security protocol management. Customers generally will not be impacted by the protocols and practices that RC Technologies uses to manage its network.

### **RC Technologies’ Network Management Practices**

RC Technologies uses various tools and industry-standard techniques to manage its network and deliver fast, secure and reliable Internet service. RC Technologies believes in complete transparency and provides the following disclosures about its network practices.

**Blocking:** RC Technologies does not block or discriminate against lawful content.

**Throttling:** RC Technologies does not throttle, impair, or degrade lawful Internet traffic based on content, application, service, user, or use of non-harmful device.

**Affiliated Prioritization:** RC Technologies does not favor any Internet traffic over other and has no plans to do so.

**Paid Prioritization:** RC Technologies does not favor or prioritize any Internet traffic over others. We don’t prioritize Internet for consideration to benefit particular content, applications, services, or devices.

**Congestion Management:** RC Technologies continuously monitors the connections on its network in the aggregate on a daily basis to determine the utilization rate. RC Technologies will take the appropriate measures to relieve congestion if congestion emerges on the network.

On RC Technologies' network, all customers can access all legal services, applications, and content online. In the event of congestion, most Internet activities will be unaffected. Some customers, however, may experience longer download or upload times, or slower surf speeds on the web if congestion is present on RC Technologies' network.

Customers using conduct that abuses or threatens the RC Technologies network or violates the company's [Acceptable Use Policy](#), Internet service Terms and Conditions, or the Internet Service Agreement will be asked to stop any such immediately. A failure to respond or to cease any such conduct could result in service suspension or termination.

RC Technologies' network and congestion management practices are 'application-agnostic' based on current network conditions and are not implemented on the basis of customers' online activities, protocols or applications. RC Technologies' network management practices do not relate to any particular customer's aggregate monthly data usage.

RC Technologies also checks 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, RC Technologies provides notification to the customer via email or phone. If a violation of RC Technologies' policies has occurred and such violation is not remedied, RC Technologies will seek to suspend or terminate that customer's service.

**Application-Specific Behavior:** Expect as may be provided elsewhere herein, RC Technologies does not currently engage in any application-specific behaviors on its network. Customers may use any lawful application with RC Technologies.

**Device Attachment Rules:** RC Technologies deploys Internet across to its subscribers through hardwired broadband access Fiber-to-the-Home (FTTH) technology. In order for a device to be approved for use on the Company's network, the device must conform to publicly available industry standards and be non-harmful to RC Technologies network.

For the best results, wireless routers, or other proprietary network gateways used on the RC Technologies broadband network should be provided by RC Technologies. Customers may attach devices of their choosing including wired or wireless routers, laptops, desktop computers, video game systems, televisions, or other network-enabled electronic equipment.

However, *customers* are responsible for ensuring that their equipment does not harm RC Technologies network or impair the service of other customers. RC Technologies is not responsible for the functionality of compatibility of any equipment its customers provide. Customers are responsible for securing their equipment to prevent unauthorized access to Technologies broadband network by third parties and will be held responsible for the actions of such third parties who gain unauthorized access through unsecured customer equipment.

**Network Security:** RC Technologies knows the importance of securing its network and customers from network threats and annoyances. The company promotes the security of its network and patrons by protecting from threats like spam, viruses, distributed denial of service

(DDoS), firewall issues, and phishing schemes. RC Technologies also deploys spam filters for its inbox into a quarantine file while allowing the customer to control which emails are identified as spam. Customers may access the spam files through email. Spam files are automatically deleted if not accessed within 90 days.

## **NETWORK PERFORMANCE**

### **Service Description**

RC Technologies deployed hardwired broadband Internet access to its subscribers via Fiber-to-the-Home (FTTH) technology. FTTH utilizes fiber optic cable to deliver telephone, data, video services to customer locations.

### **Network Performance**

RC Technologies makes every effort to support advertised speeds and will dispatch repair technicians to customer sites to perform speed tests as needed to trouble-shoot and resolve speed and application performance caused by RC Technologies' network. RC Technologies measures the availability, latency, aggregate utilization on the network and strives to meet internal service level targets. RC Technologies is also required by the FCC to periodically test a random set of customers for speed and latency during the year. This transparency statement telephone, data, video services to customer locations.

However, the bandwidth speed at which particular distant website or other Internet resources may be downloaded, or the speed at which your customer information may be uploaded to a distant website or Internet location is affected by factors beyond RC Technologies control including the speed of the connection from a distant web server to the Internet, congestion on intermediate networks, and/or limitations on your computer equipment, including a wireless router. In addition, your service performance may be affected by the inside wiring at your premise. Accordingly, you, the customer, must consider the capabilities of your own equipment when choosing an Internet broadband service. Your computers and/or wireless or other networks in your homes or offices may need an update in order to take full advantage of the chosen RC Technologies broadband plan.

RC Technologies tests each service for the actual and expected access speeds at the time of network installation to demonstrate the service can support the advertised speed.

RC Customers may also test their actual speed using Speed Test located on the RC Technologies website and request assistance by contacting us at our business office at **605-637-5211** or by emailing RC Technologies at [csrs@rctechteam.com](mailto:csrs@rctechteam.com)

## **DOWNLOAD AND UPLOAD SPEEDS, LATENCY**

Advertised Connection Speeds are as follows:

### **RESIDENTIAL SPEEDS**

<b>SPEED TIER</b>	<b>TECHNOLOGY</b>	<b>DOWNLOAD</b>	<b>UPLOAD</b>
250Mb/250Mb	Fiber	250Mb	250Mb
500Mb/500Mb	Fiber	500Mb	500Mb

<b>Typical Latency</b>	12 milliseconds
<b>Typical Packet Loss</b>	0%

## BUSINESS SPEEDS

<b>SPEED TIER</b>	<b>TECHNOLOGY</b>	<b>DOWNLOAD</b>	<b>UPLOAD</b>
250Mb/250Mb	Fiber	250Mb	250Mb
500Mb/500Mb	Fiber	500Mb	500Mb

<b>Typical Latency</b>	12 milliseconds
<b>Typical Packet Loss</b>	0%

## Impact of Non-BIAS Data Services

RC Technologies offers Voice-over-the-Internet-Protocol (VoIP), IPTV service or RC Stream to end users. Streaming video will have an impact on broadband customers. For our VoIP service, while unlikely, there could be service delays for BIAS users if there are instances of bandwidth contention on RC Technologies' network.

## Commercial Terms

Pricing and additional service information may be found [here](#).

In additional Network Transparency Statement, patrons may also find links to the following on RC Technologies website.

- [Privacy Policy](#)
- [Acceptable Use Policy](#)
- [Frequently Asked Questions](#)

## Contact Us

If you have any questions regarding RC Technologies' Network Management Practices Policy or would like to file a complaint with the company regarding its network management practices, please contact us at:

RC Technologies  
 10 Oddin Avenue  
 P.O. Box 197  
 New Effington, SD 57255  
 605-637-5211  
[csrs@rctechteam.com](mailto:csrs@rctechteam.com)  
[www.tnics.com](http://www.tnics.com)