

MaxxSouth Network Management Policy

How does MaxxSouth apply the FCC's Open Internet Policies?

MaxxSouth supports the use of DOCSIS 3.0 and 3.1 modems and non-complying standards will not operate with our network's performance standards. The following modem models are approved by MaxxSouth to help ensure the best possible Internet performance: DOCSIS 3.0 ARRIS 2470 modems; DOCSIS 3.0 ARRIS CM820 modems; DOCSIS 3.0 TG862 wireless modem. MaxxSouth also accepts use of any brand DOCSIS 3.1 modems, with the exception of DOCSIS 3.1 eMTAs. Customers may rent modems from us, or obtain them from a third party. Voice eMTAs may only be rented from MaxxSouth, as eMTAs purchased from third parties are not permitted on our network.

MaxxSouth provides Internet services to customers located in Mississippi. Our Internet services are provided over MaxxSouth's hybrid fiber optic-coaxial cable network, which also delivers video and voice services to our customers. We are committed to providing our Internet services as an open platform for innovation, investment, job creation, economic growth, competition, and free expression.

The purpose of this disclosure is to provide information regarding our network management practices and the performance and commercial terms of our broadband Internet access services to enable our customers to make informed choices regarding the purchase and use of our services, in accordance with the disclosure rules of the Federal Communications Commission. MaxxSouth does not block any lawful content, applications, services, or our customers' use of non-harmful devices, or discriminate in transmitting lawful network traffic except as reasonably necessary to manage our network effectively for the benefit of our customers as described below. This disclosure is intended to be informational and does not replace or alter the legal terms and conditions of our service.

Internet Service Speeds

MaxxSouth's broadband Internet services are available at different upload and download speeds and price points depending on the uses that the customer wants to make of the broadband connection (e.g. email, web browsing, video and audio streaming, gaming, or downloading large files, etc.). To get information on the specific levels of Internet service that are available call us at 1-800-457-5351 for Residential Services, or at 1-866-362-2383 for Business Services, where customers can also obtain information about the typical applications that are suitable for each service level.

While MaxxSouth engineers its network to achieve the "up to" speeds for each of the service levels offered, we cannot guarantee that individual customers will always experience those speeds. The following variables (which are often out of MaxxSouth's control) can affect the actual speeds experienced by a customer:

1. Performance of a customer's computer, including its age, processing capability, operating system, the number of applications running simultaneously, and the presence of any adware and viruses.
2. Type of connection between a customer's computer and modem. For example, wireless connections may be slower than direct connections into a router or modem. Wireless connections also may be subject to greater fluctuations, interference and congestion.
3. The distance packets travel (round trip time of packets) between a customer's computer and its final destination on the Internet, including the number and quality of the networks of various operators in the transmission path. The Internet is a "network of networks." A customer's connection may cross the networks of multiple providers before reaching its destination, and the limitations of those networks most likely will affect the overall speed of that Internet connection.
4. Congestion or high usage levels. If a large number of visitors are accessing a site or particular destination at the same time, a customer's connection will be affected if the site or destination does not have sufficient capacity to serve all of the visitors efficiently. Performance also can be affected by heavy use of our Internet service by our customers, which sometimes results in periods of congestion within our network.
5. Gating of speeds or access by the website or destination. In order to control traffic or performance, many websites limit the speeds at which visitors can download material from their sites. Those limitations will carry through to a customer's connection.
6. The performance of the cable modem you have installed. Modem performance may degrade over time, and certain modems are not capable of handling higher speeds. Please see the "Equipment" section below.

In addition to the variables described above, customers' Internet speed will depend on the service level to which they subscribe.

Customers are able to test the speeds that they are receiving on MaxxSouth's network at <https://www.maxxsouth.com/support/>

Customers' use of our Digital Phone service has no discernable impact on their Internet service performance.

Commercial/Business Terms of Internet Service

MaxxSouth has multiple levels of Internet service available. From time to time, MaxxSouth will make available promotional rates and discounts for our Internet services. As set forth in our Internet Acceptable Use Policy available at <http://MaxxSouth.com/internet-acceptable-use-policy/>, MaxxSouth has several monthly bandwidth usage thresholds associated with its different service levels. If a customer exceeds the monthly bandwidth usage threshold associated with their service level, MaxxSouth may, in its sole discretion, suspend or terminate their Internet service or request that they upgrade their service level, or subscribe to a version of MaxxSouth's commercial/business grade service.

Internet Privacy Policies

MaxxSouth values the privacy of our Internet service customers and follows procedures to ensure that information we collect is reasonably protected. Additional details concerning the types of information MaxxSouth collects, how the information is used and customer privacy rights can be found at <http://www.MaxxSouth.com/internet-privacy-policy/>.

Network Management

In order to ensure that our customers receive high quality Internet service, MaxxSouth uses various practices to manage our network. These practices help to ensure that our customers have access to sufficient broadband capacity at all times, including during periods of high demand, and that our network and customers are protected against malware, spam, viruses and other threats originating over the Internet.

Congestion Management Practices

Except as specifically described below, we do not target specific types of traffic based on the nature of the technology or the identity of the provider, modify protocol fields in ways not prescribed by the protocol standard, or otherwise inhibit or favor certain applications or classes of applications. We may utilize network address translation to enable multiple customers to share a single IP version 4 (“IPv4”) address due to the increasing scarcity of IPv4 addresses. In addition, in connection with the transition from IPv4 addresses to IP version 6 (“IPv6”) addresses, we may also utilize network address translation or other mechanisms to provide access to IPv4-only supported content to customers whose devices do not support IPv4, or to provide access to IPv6-only supported content to customers whose devices do not support IPv6 content. We do not block or manage any specific protocols or protocol ports, except that we do so to prevent residential Internet customers from operating servers or server-like daemons and processes, or in rare cases we may take other corrective action after providing written notice to a customer who has violated the terms of service.

Residential customers are prohibited from using or running dedicated stand-alone equipment, servers or programs from the customer’s premises that provide network content or any other services to others, including, but not limited to, email, web hosting, file sharing and proxy services and servers (e.g. FTP, file or game). For further information regarding prohibited uses see <https://www.maxxsouth.com/internet-acceptable-use-policy/>.

As set forth in our Internet Acceptable Use Policy available at <https://www.maxxsouth.com/internet-acceptable-use-policy/>, MaxxSouth has monthly bandwidth usage thresholds associated with its different service levels. While MaxxSouth does not employ any physical methods to limit speeds of heavy users during periods of congestion or restrict traffic, it may contact customers who exceed their applicable monthly bandwidth usage thresholds to advise those customers to reduce their usage, or if they wish to continue consuming bandwidth in excess of their applicable service level limits, to request that they upgrade their service level or subscribe to a version of MaxxSouth’s commercial grade service. As described in the “Commercial Terms of Internet Service” section above, MaxxSouth reserves the right to suspend or terminate the Internet service of any customer whose usage exceeds his or her monthly limits, and/or violates any terms within our Internet Acceptable Use Policy.

Network Security

MaxxSouth uses a number of tools and techniques to protect its network and customers from malicious and unwanted Internet traffic such as preventing the distribution of viruses or other harmful code and preventing the delivery of spam to customer email accounts. Because the nature of external threats to the network are constantly evolving, MaxxSouth's network security practices are dynamic and regularly changing. In general, these security practices should not have any effect on our customers' use of their network connections.

Equipment

MaxxSouth supports the use of DOCSIS 3.0 and 3.1 modems and non-complying standards will not operate with our network's performance standards. The following modem models are approved by MaxxSouth to help ensure the best possible Internet performance: DOCSIS 3.0 ARRIS CM820 modems; DOCSIS 3.0 ARRIS DG860 wireless modems; DOCSIS 3.0 ARRIS TG862 DOCSIS 3.0 ARRIS TM804, DOCSIS 3.0 ARRIS CM6183, DOCSIS ARRIS SBG6900, DOCSIS 3.0 ARRIS DG2460, DOCSIS 3.0 ARRIS DG2470. MaxxSouth also accepts use of DOCSIS 3.1 ARRIS CM8200, DOCSIS 3.1 ARRIS DG3450, DOCSIS 3.1 ARRIS TG3452, DOCSIS 3.1 ARRIS TM3402 modems, with the exception of DOCSIS 3.1 eMTAs. Customers may rent modems from us, or obtain them from a third party. Voice eMTAs may only be rented from MaxxSouth, as eMTAs purchased from third parties are not permitted on our network. Questions/Complaint Process for Existing MaxxSouth Customers

Existing MaxxSouth customers who have any questions or wish to lodge a complaint concerning MaxxSouth's Internet services or policies should contact our Customer Service department at 1-800-457-5351.

If the question or complaint involves the performance of your Internet service, please first run a speed test at <https://www.maxxsouth.com/support/> and provide us with the result when you contact us. If you have home network or wireless devices, try plugging your Ethernet cable directly into your cable modem from your computer or device to determine whether your devices are the source of the problem.